Board Approved February 27, 2019
FLSA: EXEMPT

EXECUTIVE ASSISTANT II

DEFINITION

Under general direction, oversees and manages a variety of complex and responsible administrative support for the assigned Cabinet level executive. Performs a wide variety of advanced and highly sensitive administrative coordination duties requiring thorough knowledge of the assigned division, its policies, procedures, and operational details. Incumbents in this classification are designated as "confidential employees" as this term is used within the Educational Employment Relations Act (EERA), 3540.1(c). As Such, incumbents in this classification assist management personnel with developing collective bargaining proposals and/or have regular access to information which contributes to the development of management's collective bargaining positions and/or labor relations strategies.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned Cabinet level executive. Exercises technical and functional direction over and provides training to student workers or hourly workers, and to less experienced administrative support staff, as assigned.

CLASS CHARACTERISTICS

This is the advanced level class in the executive support series. Incumbents at this level are required to be fully trained in all procedures related to the assigned are of responsibility. Incumbents perform a wide variety of specialized, complex, and highly sensitive technical and executive support work for an assigned Cabinet level executive. Responsibilities require a high degree of independent judgment, tact, discretion, initiative, and judgment, as well as, a thorough knowledge of divisional/departmental and College activities. Incumbents in this classification assist and act in a highly responsible capacity to a Cabinet level executive who is responsible for formulating, determining, and implementing management policies that affect the entire College. The work requires the interpretation and application of complex policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research and budgetary support functions. This class is distinguished from other executive classifications by the higher level of responsibility assumed, the greater complexity of duties assigned, and by the nature, scope, and diversity of responsibilities having College-wide impact that require a broader understanding of College functions and the capability of relieving College management staff of day-to-day office administrative and coordinative duties. This class is further distinguished from the Executive Assistant to the President in that the latter is specifically assigned to the President of Mt. San Antonio College.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Develops and handles information and materials related to the College's collective bargaining activities, including updating and creating memoranda of understanding

and side letters on behalf of the executive, in support of labor negotiations, grievance process, and contract administration.
2. Maintains a complex calendar and coordinates the schedule of the assigned executive administrator and makes travel arrangements.
3. Oversees and ensures that the office administrative functions and operations of the assigned Cabinet level executive's office are effectively carried out.
4. Works directly with the President's Office, Board of Trustees, and other Cabinet level executives.
5. Composes correspondence and emails independently; formats, types, proofreads, duplicates, and distributes agendas, minutes, resolutions, correspondence, notices, lists, forms, memoranda, College Policies and Procedures, promotional/informational material, and website information according to established procedures and timelines.
6. Plans, designs, develops, organizes, and oversees multiple complex projects and programs ~~for~~ on behalf of the assigned Cabinet level executive; assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems.
7. Acts as the liaison between the division, department, the College, and outside agencies and other entities; participates in committees formed for programs and projects; presents committees' recommendations to the Cabinet level executive.
8. Assists and coordinates, manages and organizes internal and external functions and activities of the Cabinet level executive; assigns, schedules, coordinates, manages, performs, or delegates specialized functions or projects as assigned.
9. Coordinates, oversees, and performs advanced-level executive work in such areas as budget development, purchasing, contract administration, management analysis, project management, and program evaluation.
10. Performs communication function in the absence of Cabinet level executive, or designee requiring immediate action.
11. Coordinates, plans, and organizes meetings, conferences, and special events across the campus community and/or with external individuals and organizations.
12. Serves as a liaison, on behalf of the Cabinet level executive, with employees, public and private organizations, community groups, and other entities; provides information and assistance to staff, faculty, students, and the general public regarding the assigned projects and programs and services; receives and responds to complaints, questions, and issues relating to assigned areas of responsibility; identifies, negotiates, and/or resolves solutions to complaints and problems when appropriate.
13. Receives, reviews, and edits Board of Trustees agenda items from assigned division and submits complex Board of Trustees agenda reports and various other commission, committee, and staff reports, resolutions, and correspondence regarding assigned activities.
14. Assists with implementation and testing of automated enterprise application systems or emerging technologies related to assigned position.
15. Implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
16. Leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
17. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.

18. Implements, enforces, supports, and abide by federal, state, local policies, Board Policies and Administrative Procedures.
19. Participates on and supports employee participation on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
20. Performs other related or preceding classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Organization and function of public agencies, including the role of Board of Trustees and appointed boards and commissions, and the collective bargaining process.
3. Principles, practices, and procedures of public administration in a public agency setting.
4. Project and/or program management, analytical processes, and report preparation techniques; administrative and higher education-related programs such as, but not limited to, purchasing, contract administration, risk management, budgeting, and other related governmental programs.
5. Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
6. Basic principles and practices of providing technical and functional direction and training to assigned staff.
7. Research and reporting methods, techniques, and procedures.
8. Advanced budgetary policies and procedures.
9. Sources of information related to a broad range of educational and administrative programs, services, and administration.
10. Applicable federal, state, local codes, regulations, and departmental policies, technical processes and procedures, legislative processes.
11. Record keeping principles and procedures.
12. Current office administrative and secretarial practices and procedures, including the use of standard office equipment.
13. English usage, spelling, vocabulary, grammar, and punctuation.
14. Techniques for effectively representing the College in contacts with governmental agencies, community groups, various businesses, professional, educational, regulatory, and legislative organizations.
15. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.
16. Techniques for conflict resolution skills when dealing with complaints from the public, vendor, students, and College employees.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Lead and address gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in recruitment and retention of faculty and staff.
3. Lead and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environment.
4. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
5. Plan, organize, administer, coordinate, review, evaluate, and participate in office management functions and administrative duties and responsibilities to meet critical deadlines.
6. Maintain confidentiality and discretion in handling and processing confidential information and data related to the collective bargaining process; perform varied, confidential, and responsible secretarial and office administrative work requiring the use of independent judgment tact, and discretion.
7. Coordinate in the development and implementation of goals, objectives, policies, procedures, work standards, and internal controls for assigned functional areas.
8. Coordinate and oversee departmental and programmatic administrative, project management, and budgeting activities.
9. Interpret, apply, and explain complex federal, state, local laws, codes, regulations, departmental policies, and procedures.
10. Analyze, interpret, summarize, and prepare administrative and technical information and data in an effective manner.
11. Participates in selecting, training, motivating, and providing input into evaluating assigned staff; provides staff training; plans, schedules, assigns, and directs the work activities of assigned clerical personnel; prioritizes and coordinates work assignments; reviews work for accuracy; recommends improvements in workflow, procedures, and use of equipment and forms.
12. Prepare clear and effective statistical, narrative, informational, and educational reports, correspondence, policies, procedures, and other written material with minimal direction.
13. Make accurate arithmetic, financial, and statistical computations.
14. Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests/interruptions.
15. Organize, maintain, retrieve, and update office database and records systems with sufficient speed and accuracy.
16. Operate office equipment including computer equipment and specialized software applications programs.
17. Effectively communicate in person, over the telephone, and in writing.
18. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
19. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

20. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
21. Maintains accurate records, complex databases, and files; develops storage of records and retention schedules.

Education and Experience:

1. Equivalent to an Associate's degree from a regionally accredited college or university with major coursework in business or public administration, public policy, or a related field; and
2. Four (4) full time equivalent years of varied executive support experience involving public contact.
   a. Additional years of experience can be substituted for the required education on a year-for-year basis.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander- Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander- Serving Institution (AANAPISI).

Licenses and Certifications:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various College and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 2/2019; 8/2023