

## **EXECUTIVE ASSISTANT I**

### **DEFINITION**

Under general direction, oversees and manages a variety of complex and responsible administrative support for the assigned senior administrator or designee. Performs a wide variety of intermediate and highly complex 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. 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 senior administrator or designee. 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 entry level of the executive support series and is assigned to a senior administrator. Responsibilities require a high level of tact, discretion, and independent judgment, as well as, a thorough knowledge of divisional/departmental and College activities. 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 administrative 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 II in that the latter assists and acts in a confidential capacity to a Cabinet level administrator related to formulating, determining, and implementing management policies in the area of collective bargaining and is required to maintain a high level of confidentiality.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Organizes and oversees multiple complex projects and programs for the assigned senior administrator.
2. Assists and maintains department/division goals, objectives, policies, procedures, work standards, and administrative control systems; 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 division/department head.
3. Maintains calendar and coordinates the schedule of the assigned senior level administrator and makes travel arrangements.
4. Oversees and performs intermediate-level executive work in such areas as budget development, purchasing, contract administration, management analysis, project management, and program evaluation.
5. Processes and prepares a variety of documents, materials, and records according to established procedures and practices using independent judgment.
6. Conducts a variety of intermediate analytical studies, research, and statistical analyses on administrative and operational problems or issues regarding divisional/departmental activities;

- evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval.
7. Serves as a liaison 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.
  8. Prepares and submits complex Board of Trustees agenda reports and various other commission, committee, and staff reports, resolutions, and correspondence regarding assigned activities; serves as secretary to assigned committees/task forces.
  9. Participates in selecting, training, motivating, and evaluating assigned staff; provides staff training; 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.
  10. Works directly with the President's Office, Board of Trustees, other division and/or department heads, and the public on a variety of matters.
  11. Schedules and/or coordinates special meetings and/or events, seminars, conferences, training sessions, and other functions for assigned division/department staff; acts as meeting secretary including preparing agendas, and taking and transcribing minutes for boards and commissions.
  12. Assists with implementation and testing of automated enterprise application systems or emerging technologies related to assigned position.
  13. Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Organization and function of public agencies, including the role of Board of Trustees and appointed boards and commissions.
2. Principles, practices, and procedures of public administration in a public agency setting.
3. 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.
4. Current organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
5. Intermediate principles and practices of providing technical and functional direction and training to assigned staff.
6. Intermediate research and reporting methods, techniques, and procedures.
7. Basic budgetary and accounting policies and procedures.
8. Sources of information related to a broad range of educational and administrative programs, services, and administration.
9. Applicable federal, state, local codes, regulations, and departmental policies, technical processes and procedures, and legislative processes.
10. Intermediate communication and public relations skills.
11. Current record keeping principles and procedures.
12. Current office administrative and secretarial practices and procedures, including the use of standard office equipment and computer applications related to the work.
13. English usage, spelling, vocabulary, grammar, punctuation, and proofreading of reports and correspondence.
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.

**Skills & Abilities to:**

1. Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for assigned functional areas.
2. Coordinate and oversee departmental and programmatic administrative, project management, and budgeting activities.
3. Perform varied, confidential, and responsible secretarial and office administrative work requiring the use of an intermediate level of independent judgment, tact, and discretion.
4. Interpret, apply, and explain complex federal, state, local laws, codes, regulations, departmental policies, and procedures.
5. Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
6. Evaluate and develop improvements in operations, procedures, policies, or methods.
7. Plan, schedule, assign, and oversee activities of assigned personnel.
8. Understand the organization and operation of the assigned division/department, the College, and of outside agencies as necessary to assume assigned responsibilities.
9. Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests/interruptions.
10. Organize, maintain, and update office database and records systems with sufficient speed and accuracy.
11. Operate office equipment including computer equipment and specialized software applications programs.
12. Use English effectively to communicate in person, over the telephone, and in writing.
13. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
14. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
15. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to an Associate's degree from a regionally accredited college with major coursework in business or public administration, public policy, or a related field, and three (3) years of varied senior level support experience involving public contact. Additional years of experience can be substituted for the required education on a year-for-year basis.

**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.