



JULY 2009
FLSA: NON-EXEMPT

EXECUTIVE ASSISTANT TO THE CEO

DEFINITION

Under administrative direction, provides varied, complex, and confidential office administrative support to the CEO and Board of Trustees, including handling confidential materials and complex student and employee relations; conducts special projects; acts as the first point of contact for the CEO and the Board of Trustees, other departments, and the public to resolve issues and concerns; assists in coordinating District-sponsored meetings and events; provides information to the public and staff requiring considerable knowledge of the services, policies, and procedures of the CEO's Office, the District, and the Board of Trustees; manages the office administrative functions of the CEO's Office; performs technical support work related to the responsibilities of the CEO; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the CEO. May exercise functional or direct supervision over assigned administrative support staff.

CLASS CHARACTERISTICS

This is the only executive-level administrative support class specifically assigned to assist the CEO with administrative and coordinative duties and activities. Incumbents perform a variety of administrative, project coordination support work for the CEO, Board of Trustees, and associated staff. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, knowledge of District activities and the ability to conduct independent projects. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at a District-wide level require a broader understanding of District functions and the capability of assisting the CEO, as well as, the Board of Trustees in day-to-day administrative and coordinative duties.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides administrative support to the CEO and the Board of Trustees by assisting with duties of an advanced, complex, sensitive, and confidential nature; represents the CEO's Office at meetings as assigned; acts as a liaison between the CEO and other staff and the public, coordinating resolutions and following up with staff when appropriate.
- Coordinates and maintains multiple calendars and schedules meetings and appointments for the CEO and Board of Trustees; makes travel arrangements as required.
- Receives and screens visitors, telephone calls, emails, and regular mail; provides information to the public to ensure an understanding of departmental and District policies and procedures; listens to

questions and explains procedures according to existing guidelines; refers citizens to the appropriate department source as appropriate; identifies, negotiates, and/or resolves solutions to citizen complaints and problems when appropriate.

- Prepares and certifies Board approved resolutions and maintains resolution files.
- Takes minutes of official meetings including Board of Trustees meetings; transcribes and prepares minutes; prepares minute orders, resolutions, and ordinances in draft or final form; coordinates the review and approval of official actions with the Board of Trustees, CEO, and others.
- Assists in the preparation of the Board of Trustees meeting agendas; assembles agenda materials and supporting documents; arranges for distribution of agenda materials to Board of Trustees, staff, and others; prepares and distributes administrative and public reports, bulletins, questionnaires, notices for public hearings, and other documents as assigned.
- Prepares agenda follow-up items and documentation from Board of Trustees meetings, such as ordinances, resolutions, agreements, notices of completion and claim rejection notices.
- Composes, types, and edits a variety of documents, including detailed and often highly sensitive and confidential correspondence, forms, memos, reports, statistical reports, invitations, graphic materials, and specialized documents for the CEO and other management and department staff from rough draft, dictation equipment, handwritten copy, verbal instructions, or from other material; proofreads materials for accuracy, completeness, compliance with departmental policies, format, and English usage, including grammar, punctuation, and spelling; inputs and retrieves data and text using a computer.
- Assists in planning, organizing, and coordinating Board receptions, dinners, and various meetings; participates in the planning and coordination of employee events.
- Coordinates and participates in the preparation of the CEO's Office's budget; reviews and ensures accuracy of budget documents; processes payment authorizations for CEO and Board of Trustees invoices; tracks, enters, and maintains purchase orders in the financial database system.
- Designs and implements file, index, tracking, and record-keeping systems; researches records within areas of assigned responsibility to prepare reports and provide follow-up information to customer and staff inquiries; organizes and maintains various administrative, confidential, reference, and follow-up files and records for the CEO and Board of Trustees.
- Provides a variety of support to District commissions, committees, and/or task forces; may prepare and distribute agenda packets, attend meetings and prepare minutes, and follow-up on decisions as required.
- Attends to a variety of office administrative details, such as purchasing supplies, arranging for equipment purchase and maintenance, and attending meetings.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, multi-line telephones, and conference recording equipment.
- May supervise and train assigned subordinates to ensure office work flow is maintained and office goals are met; assigns work according to changes in workload priorities; evaluates office and administrative functions to recommend changes in office procedures; may evaluate the work performance of staff.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Practices and methods of office management and administration, including modern office practices, methods, and standard office and computer equipment and applications related to the work, such as word processing, web design, database, and spreadsheet applications.
- Basic principles and practices of supervision and training.

- Organization and function of public agencies, including the role of an elected Board of Trustees and appointed boards and commissions.
- Applicable Federal, State, and local laws, codes, regulations, and policies, technical processes, and procedures related to the CEO's Office.
- Principles and procedures of record keeping and reporting.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematics and basic statistical techniques.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Interpret, apply, and explain applicable Federal, State, and local laws, rules, regulations, policies, and timelines, as well as complex administrative and departmental policies and procedures.
- Perform responsible administrative support work with accuracy, speed, and minimal direction.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Participate in the preparation of the CEO's Office's budget, including gathering and analyzing data related to expenditures and projected charges and monitoring budget expenditures and revenues.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out complex oral and written directions.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

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 the completion of an Associate of Arts degree in secretarial science, administrative support, or a related field, and five (5) years of responsible administrative office support experience assisting executive management or a high-level official.

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 District 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 work areas 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. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

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