



ASSISTANT TO THE CHANCELLOR

DEFINITION

Under direction, provides executive support to the Chancellor and Board of Trustees requiring thorough knowledge of District policies and procedures, and local, state, and federal regulations; manages daily operations of the Chancellor's Office; administers complex budgets, contracts, research projects, and/or programs; prepares agendas, agenda items, resolutions, and reports for the Board of Trustees; fosters cooperative working relationships among and acts as a liaison between the Chancellor's Office, College/District departments and divisions, intergovernmental and regulatory agencies, various public and private groups, and the general public; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Chancellor. Exercises no supervision of staff. May provide technical and functional direction and training to assigned staff.

CLASS CHARACTERISTICS

This administrative support classification is assigned to the Chancellor's Office. The incumbent performs a wide variety of specialized, complex, and highly sensitive technical and administrative support work for the Chancellor and Board of Trustees. The work involves a high-level of problem-solving requiring analysis of unique issues or increasingly complex problems without precedent and/or structure and formulating, presenting, and implementing strategies and recommendations for resolution. Work assignments are typically given as broad, conceptual ideas and directives and incumbents are accountable for overall results and responsible for developing guidelines, action plans, and methods to produce deliverables on time and within budget. This classification is distinguished from other office administrative classes in the nature, scope, and diversity of responsibilities originating at a District-wide level requiring a broader understanding of District and Board of Trustees functions, and the capability of relieving the Chancellor of day-to-day administrative and coordinative duties. The work requires extensive public contact, the frequent use of tact, discretion, confidentiality, and independent judgment, knowledge of District activities, policies and procedures, and the ability to conduct independent projects.

This classification is designated as "confidential" as this term is used within the Educational Employment Relations Act (EERA), 3540.1(c). "Confidential" classifications 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.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Provides executive administrative support to the Chancellor by coordinating multiple calendars, scheduling meetings, making travel arrangements, and handling sensitive and confidential information; prepares agenda items, resolutions, and reports to be submitted to the Board of Trustees; and acts as a liaison between the Chancellor and Board of Trustees, with executive and

senior administrators, District Offices, faculty, students, and the public, coordinating resolutions to issues, problems, and complaints as appropriate.

- Serves as recording secretary to the Board of Trustees; attends meetings and records all official proceedings; prepares public notifications, agendas, minutes, and other documents; ensures compliance with the Brown Act, election laws, and parliamentary procedures; follows-up on Board decisions and actions; ensures the proper publication, filing, indexing, and safekeeping of all proceedings of the Board; oversees and maintains meeting and policy information management systems.
- Maintains the District's Board Policy and Administrative Procedure manual; keeps abreast of changes in laws, regulations, and requirements; develops draft policies and procedures; and coordinates the review and approval process.
- Serves as Filing Official by ensuring designated administrator, faculty, and staff comply with Conflict of Interest and Fair Political Practices Commission filing requirements.
- Plans, designs, organizes, and oversees complex projects and programs; assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems.
- Oversees workflow of the office by continuously monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with management; directs the implementation of improvements.
- Coordinates Chancellor's Office and Board of Trustees budget tracking and reconciliation processes; gathers and analyzes data related to revenues, expenditures, and projections; researches and works with management to resolve budget questions and reconcile inconsistencies; monitors and tracks expenditures and revenues; creates and processes contracts, agreements, invoices, and requisitions; verifies budget and account codes; develops budget reports as needed.
- Conducts studies and research projects by selecting, adapting, and applying appropriate analytical, research, and statistical techniques; evaluating alternatives, making preliminary and final recommendations, and assisting with the implementation of procedural, administrative, and/or operational changes after approval; prepares comprehensive technical records and reports.
- Serves as first point of contact for the Chancellor's Office by answering a variety of questions and responding to complaints; providing information regarding the District; explaining policies, procedures, and regulatory requirements; and referring visitors/callers to other programs, departments, off-campus services, agencies, and community groups, as appropriate.
- Serves as staff support to District committees, advisory councils, and cabinets including preparing and distributing agendas and supporting documentation, scheduling speakers and presentations, communicating directly with committee/council/cabinet members, coordinating meeting logistics, and maintaining detailed tracking of governance processes and actions.
- Plans, schedules, and organizes District-wide events, workshops, informational seminars, presentations, and related activities including developing and monitoring budgets; processing independent contractor agreements and purchase requisitions; and ensuring compliance with established timeline and budget.
- Organizes and maintains accurate and detailed databases, files, and records, verifies accuracy of information, researches discrepancies, and records information.
- Verifies and reviews forms and reports for completeness and conformance with established policies and procedures; applies policies and procedures in determining completeness of applications, records, and files.
- Provides direction, training, orientation, and guidance to assigned student workers; plans, schedules, prioritizes, and assigns work; reviews and controls quality of work; and makes recommendations for hiring, termination, promotion, and leave request decisions.

- Performs a variety of administrative office support duties such as designing, creating, and editing a variety of documents; collecting data from various sources for reporting to local, state, and federal agencies; reviewing a wide variety of student and program data, records, and information to ensure compliance with policies, procedures, and state and federal regulations; receiving, logging, scheduling, and distributing service requests and work orders; maintaining websites; opening and securing offices; processing and maintaining timesheets and confidential personnel documents; processing reimbursements; attending meetings and taking minutes; and ordering and maintaining office and other related supplies.
- Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, printers, scanners, postage meters, facsimile machines, multi-line telephones, and audio/visual equipment; may operate other department or division-specific equipment.
- Learns and applies emerging technologies related to the area(s) of assignment.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and function of educational institutions, including the role of a Board of Trustees and appointed boards and commissions.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures within assigned areas of responsibility.
- Principles, practices, and procedures related to public agency record keeping and the Board recording secretary function.
- Records management principles and practices, including legal requirements for recording, retention, and disclosure.
- Principles and techniques of conducting analytical studies, evaluating alternatives, making sound recommendations, and preparing and presenting effective and technical reports.
- Sources of information related to a broad range of educational and administrative programs, services, and administration.
- Modern office management practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Record keeping and filing systems and methods.
- Basic statistics, business arithmetic, and bookkeeping.
- Business letter writing and the standard format for reports and correspondence.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.

- Perform advanced and complex executive administrative support work accurately and with use of independent judgment.
- Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for assigned functional areas.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Coordinate and oversee assigned administrative, budgeting, fiscal reporting, programmatic, and project management activities.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Prepare, review, and present reports and other correspondence and communications in a clear and concise manner.
- Establish and maintain accurate databases, records, and files.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Perform arithmetic, financial, and statistical computations accurately.
- 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.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which 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 an accredited college and five (5) years of increasingly responsible and varied office management or administrative support experience assisting an executive or senior-level administrator.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently 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 frequently bend, stoop, kneel, and reach to perform assigned duties, as well as 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 up to 10 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C5-20

FLSA: Non-Exempt

EEO Code: H-30

Board Approved: April 2021