



## **EXECUTIVE ASSISTANT, BUSINESS SERVICES**

### **DEFINITION**

Under general direction, performs a variety of advanced administrative coordination duties of considerable complexity requiring thorough knowledge of the assigned department, College/District policies and procedures, and local, state, and federal regulations; provides executive support to assigned Vice Chancellor or Vice President; administers complex budgets, contracts, research projects, and/or programs; prepares agenda items and reports for the Board of Trustees or other boards, commissions, and committees; fosters cooperative working relationships among and acts as point of contact for other College/District divisions, departments, the Presidents' Offices, intergovernmental and regulatory agencies, various public and private groups, and the general public; provides highly responsible and complex assistance to assigned manager; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned Vice Chancellor or Vice President. Exercises no supervision of staff. May provide technical and functional direction and training to assigned staff.

### **CLASS CHARACTERISTICS**

This administrative support classification performs a wide variety of specialized, complex, and highly sensitive technical and administrative support functions for an assigned Vice Chancellor or Vice President. The work involves a high-level of problem-solving and critical thinking 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 department and/or College-wide level requiring a broader understanding of department, College, and District functions and the capability of relieving assigned executive or senior administrator 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 department, College, and District activities, policies, and procedures, state and federal laws and regulations, and the ability to conduct independent projects. This class is distinguished from the Executive Assistant, Office of the President in that the latter is specifically assigned to the President of a College.

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 assigned Vice Chancellor or Vice President by coordinating multiple calendars, scheduling meetings, making travel arrangements, and handling sensitive and confidential information; and acts as a liaison between the Vice Chancellor or Vice President with other faculty, staff, students, or the public, coordinating resolutions to issues, problems, and complaints as appropriate.
- Plans, designs, organizes, and oversees complex projects and programs; assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems.
- Oversees workflow 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 department 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, policy, administrative, and/or operational changes after approval; prepares comprehensive technical records and reports.
- Serves as point of contact for staff, faculty, administrators, intergovernmental and regulatory agencies, various public and private groups, and the general public for assigned the Vice Chancellor's or Vice President's Office, by answering a variety of questions, processing confidential communications, and responding to complaints in a timely manner; providing information and explaining program requirements, policies, procedures, and eligibility questions according to established guidelines or by referring the customer to the appropriate source; and referring visitors/callers to other programs, departments, off-campus services, agencies, and community groups, as appropriate.
- Serves as staff support to College/District committees, including preparing and distributing agendas and supporting documentation, communicating directly with committee members, coordinating meeting logistics, and maintaining detailed tracking of governance processes and actions.
- Plans, schedules, and organizes department, College, and/or 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.
- Processes and responds to requests for information including public records requests and subpoenas.
- Coordinates the organization and management of 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.
- Serves as system administrator for assigned databases and information systems in support of assigned department or division; provides training, technical assistance, and support to staff, faculty, and students.

- Performs a variety of administrative office support functions 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, faculty, staff, administrator, and program data, records, and information to ensure compliance with policies, procedures, and state and federal regulations; maintaining websites; scheduling meetings with other staff; processing and maintaining confidential personnel documents; processing reimbursements; attending meetings and taking minutes; and ordering and maintaining office and other related supplies.
- Learns and applies emerging technologies related to the areas of assignment.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and function of educational institutions, including the role of Board of Trustees and appointed boards and commissions.
- Organizational practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures within assigned areas of responsibility.
- 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, within established deadlines, 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.
- 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 and keep current with 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 administrative support experience.

**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:** C5-13

**FLSA:** Non-Exempt

**EEO Code:** H-30

**Board Approved:** April 2021