EXECUTIVE ASSISTANT

DEFINITION

Under general supervision, provides varied, complex and often confidential secretarial and office administrative assistance to a vice-president of the College or to an administrator of a major functional area at a similar organizational level; performs related work as assigned.

CLASS CHARACTERISTICS

This class is distinguished from other college support classes in that incumbents provide varied, complex, technical and often confidential secretarial and office administrative assistance for a vice-president or similar level administrator of the College. General work guidelines are normally established by the administrator; however, day to day activities may require the use of initiative and independent judgment, particularly when prioritizing work from several staff members, dealing with staff or student related confidential materials, or when dealing with a variety of College students and staff and representatives of the public. This class is distinguished from Executive Assistant to the Superintendent/President in that the latter provides varied, complex and often confidential secretarial and office administrative assistance to the Superintendent/President of the College.

EXAMPLES OF DUTIES (Illustrative Only)

Serves as the liaison between a vice-president or other administrator and students, staff, faculty, community organizations, governmental agencies and others by providing information and assistance regarding various College programs, schedules, policies, procedures and requirements and resolving administrative problems; receives and screens visitors and telephone calls and takes messages or refers callers to the appropriate person, office and/or program; screens requests and schedules appointments with students, administration, faculty, and others; receives complaints and concerns from faculty, administration, staff, students and the public and responds appropriately in accordance with College policy; performs a variety of administrative support duties such as coordinating the grant preparation and production of major grant proposals and accreditation reports, arranging logistical details for campus conferences and meetings and serving as support staff to various committees; coordinates the processing of workers’ compensation claims and the preparation of appropriate reports; prepares and advertises formal bid specifications and receives bids; researches and compiles a variety of informational materials from sources both inside and outside the office, including materials for submission to the Governing Board and for presentation at conferences; directs the works of staff or student assistants on a project or day-to-day basis; provides work instruction as required; drafts, types or word processes, edits and prepares agenda items for the Governing Board; coordinates the operation and modification of the College’s telephone system; prepares and/or monitors the budget for the area to which assigned; opens, sorts and prioritizes mail, attaches pertinent back-up materials and prepares responses; types or word processes drafts and a wide variety of finished documents including instructional and administrative materials from stenographic notes, electronic dictation, brief instructions or prior materials; uses word processing equipment and inputs or retrieves data and prepares reports using an online or personal computer systems; reviews finished materials for completeness, accuracy, format,
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compliance with policies and procedures, and appropriate English usage; organizes own work, sets priorities, and meets critical deadlines; relieves executive staff of certain administrative details by maintaining a calendar, following up on projects, transmitting information and keeping informed of relevant activities; makes conference and travel arrangements; organizes and maintains various files, including confidential and tickler files; purges files as appropriate.

QUALIFICATIONS

Knowledge of:

- Standard office administrative and secretarial practices and procedures, including filing and business letter writing
- Organization and function of an educational institution
- The terminology and basic principles and concepts of the administrative or instructional functional areas to which assigned
- The operation of standard office equipment, including a word processor and/or a personal or on-line computer and appropriate software
- Correct English usage, including spelling, grammar, punctuation and vocabulary
- Recordkeeping and filing principles and practices
- Basic budgetary principles and standard business mathematics.

Skill in:

- Providing varied, responsible and often confidential office administrative and secretarial assistance to administrative staff
- Interpreting, applying and explaining complex policies and procedures
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction
- Researching, compiling and summarizing a variety of information
- Establishing and maintaining detailed and accurate records and files
- Composing correspondence independently or from brief instructions
- Editing a variety of written materials
- Using initiative and judgment within established guidelines
- Maintaining confidentiality of information
- Maintaining a calendar for the administrator
- Establishing and maintaining effective working relationships with those contacted in the course of the work
- Typing or operating a keyboard at a rate of 55 net words per minute from printed copy

Other Requirements:

Specific position's may require or desire bilingual skill in a designated second language.

NOTE: Specific positions may require skill in taking dictation by hand or stenographic machine at a rate of 80 words per minute and transcribing it accurately. Performance exam(s) will be administered.
EDUCATION AND EXPERIENCE

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to graduation from high school and four years of secretarial experience providing office and administrative support, two years of which involved providing secretarial services to management or administrative staff. Completion of two years of college level coursework in business or office administration and experience in an educational setting are desirable.

Revised: October, 1996