



**JULY 2009**  
**FLSA: NON-EXEMPT**

## **ADMINISTRATIVE ASSISTANT TO THE CEO**

### **DEFINITION**

Under general direction, performs a variety of routine to complex office administrative, secretarial, and clerical duties in support of the CEO office and related management, professional, and supervisory staff, including planning, organizing, and overseeing the operations and functions of the office; coordinates assigned programs, projects, and services with other District departments, divisions, and outside agencies; interacts frequently with the public and provides information or directs questions and requests to the appropriate staff; and performs other duties as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the CEO. Exercises no supervision of staff. May exercise technical and functional direction over and provide training to lower-level staff or student workers.

### **CLASS CHARACTERISTICS**

This is the highest-level class in the office support and administrative series. Incumbents perform a wide variety of specialized technical and administrative support work for the CEO office and related management, professional, and supervisory staff. Responsibilities include performing specialized and technical office support duties to the assigned department to ensure efficient service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as knowledge of District activities. The work requires the interpretation and application of 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 office administrative classes in that the nature, scope, and diversity of responsibilities originating at this level requires a broader understanding of District functions and the capability of relieving the CEO of day-to-day office administrative and coordinative duties. This class is further distinguished from the Executive Assistant to the CEO in that the latter is the highest-level administrative support classification assigned to the CEO office and performs varied and complex administrative support duties in support of the Board of Trustees as well as the CEO.

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

*Management reserves the right 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.*

- Relieves the CEO of a variety of administrative details by assisting with duties of an advanced, complex, and sensitive nature; plans, organizes, and carries out administrative assignments and special projects related to assigned department, including assisting with budget preparation, planning, and implementation; recommends organizational or procedural changes affecting support activities; recommends improvements in work flow, procedures, and use of equipment and forms.

- Assists in the preparation and monitoring of departmental payroll, including preparing timecards for management approval and disbursing paychecks.
- Collects and compiles materials for review and analysis; provides recommendations for changes in programs, policies, or procedures to improve efficiency and cost effectiveness of operations.
- Handles all documents requiring the CEO signature, including coordinating with other District departments and divisions on how time sensitivity of the completed documents, obtaining the signature from the CEO, and returning the signed documents to the appropriate department or division.
- Coordinates and participates in the preparation of department budget; monitors budget expenditures and revenues; initiates department purchases for office supplies and other items as assigned; authorizes payment of invoices.
- Assists in a variety of department and program operations; coordinates, oversees, monitors, and participates in special projects, assignments, and activities as assigned; maintains control files on matters in progress and expedites their completion; serves on committees as assigned.
- Performs a wide variety of routine to complex administrative and clerical duties to support the general operations of the CEO Office, including filing, preparing records and monthly reports, purchase orders, requests for proposals, contracts, and ordering and maintaining office and other related supplies.
- Screens calls, visitors, and mail; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; directs callers to appropriate District staff; represents the District and the CEO Office to callers and visitors in a professional and customer friendly manner.
- Organizes and maintains various administrative, reference, imaging, and follow-up files in accordance with the records retention policy.
- May serve as secretary to a board, commission, or special task force; provides a variety of administrative and coordinative support to the assigned body, including coordinating and scheduling meetings, appointments, and speaking engagements; reserving meeting rooms; maintaining reports; compiling and distributing agenda packets; attending meetings; developing, formatting, and distributing minutes; and following up on decisions as required.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Types, originates, formats, proofreads, and distributes a wide variety of reports, correspondence, and memoranda from rough drafts, verbal instructions, or transcription machine recordings; checks drafts for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested; prepares and maintains a variety of databases and reports.
- Coordinates travel arrangements and accommodations for department personnel and submits all related paperwork.
- May coordinate community outreach and event details, under the direction of assigned management staff.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- Maintains accurate records of work performed.
- Provides training to lower-level and new staff as required.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and function of public agencies, including the role of an elected Board of Trustees as well as other appointed boards and commissions.
- Applicable codes, regulations, policies, technical processes and procedures related to the department to which assigned.
- Modern office administrative and secretarial practices, methods, and procedures, standard office and computer equipment and computer applications related to work.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Business mathematics and basic statistical techniques.
- Recordkeeping principles and procedures.
- 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:**

- Perform responsible administrative and secretarial support work with accuracy, speed, and minimal supervision.
- Provide varied and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Participate in the development of goals, objectives, policies, procedures, and work standards for assigned programs.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Effectively represent the District and the CEO Office in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, 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, recordkeeping, 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 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 a two-year college degree and five (5) years of increasingly responsible administrative secretarial, administrative assistant, office management, or related experience.

**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. 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 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.