

EXECUTIVE SECRETARY TO THE CHANCELLOR

DEFINITION

Performs a variety of specialized, complex and confidential administrative assistance duties of the highest level of responsibility, confidentiality, and sensitivity for the Chancellor and manages the clerical operations of the Chancellor's Office.

TYPICAL DUTIES

Maintains the Chancellor's calendar; schedules appointments, meetings, and other commitments; assists the Chancellor in managing his/her time effectively.

Acts as a liaison between the Chancellor and the senior staff of the District on matters related to scheduling of meetings and other commitments, status of information requests, and other designated administrative support projects.

Manages the clerical operations of the Chancellor's Office.

Responds to inquiries made by Board Members that are directed to the Chancellor's Office and require administrative assistance.

Works with staff of the District and representatives from other educational institutions, governmental agencies, business, and community groups on various projects by providing input on the Chancellor's goals, interests, and commitments.

Reviews outgoing correspondence, reports, publications, and other materials for grammar, sentence structure, format, attachments, and compliance with applicable laws, rules, procedures, and directives of the Chancellor.

Obtains, compiles, and organizes information requested by the Chancellor on a wide variety of District matters.

Contacts Board Members, city and state officials, College Presidents and their assistants, executives and administrative staff of the District, representatives of other agencies, and both business, and community leaders for the purpose of providing information and coordinating assigned activities.

Explains Board of Trustees rules, laws, administrative regulations, policies, procedures, and precedents to individuals directed to the Chancellor's Office for assistance.

Develops and implements procedures for preparing, receiving, and processing official documents and correspondence in accordance with legal requirements, Board of Trustees rules and policies, and administrative deadlines.

Screens telephone calls and visitors to the Chancellor's Office for urgency and nature of business; refers calls not requiring the Chancellor's attention to appropriate staff/office or personally responds to inquiries.

Makes transportation, hotel, and business arrangements for the Chancellor; prepares and processes expense reimbursement claims.

Establishes and maintains clerical processes and procedures in the Chancellor's Office.

Reviews incoming correspondence for nature of business and urgency; highlights items of special interest to the Chancellor's Office; directs items to appropriate staff or personally responds to routine matters.

Drafts and/or edits correspondence such as letters, memoranda, personal acknowledgements, reports, and other materials based on verbal instructions or own initiative using word processing, spreadsheet, and desktop publishing software.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An **Executive Secretary to the Chancellor** performs administrative assistance duties of the highest level of responsibility, confidentiality, and sensitivity for the Chancellor and manages the secretarial and clerical operations of the Chancellor's Office.

An **Executive Secretary to the Board of Trustees** performs administrative assistance duties of a highly responsible, confidential, and sensitive nature for members of the Board of Trustees and assists in managing the secretarial and clerical operations of the Board of Trustees' Office.

An **Assistant Secretary to the Chancellor** performs administrative assistance duties of a highly responsible, confidential, and sensitive nature for the Chancellor's Office.

SUPERVISION

General supervision is received from the Executive Assistant to the Chancellor. Immediate supervision is exercised over clerical staff in the Chancellor's Office.

CLASS QUALIFICATIONS

Knowledge of:

- Principles and practices of office management
- Proper English usage, spelling, grammar, and punctuation
- English and business composition
- Business vocabulary and terminology
- Computer software such as word processing, spreadsheet, database management, and desktop publishing
- Fundamentals of budgetary processes and procedures
- Principles and procedures of record storage, control, retrieval, and management
- Principles of supervision and training
- Customer service techniques for public contact in person and on the telephone
- Organizational structure, functions, and key staff of the District
- Laws, policies, rules, regulations, and procedures related to major functions of the District
- Objectives, priorities, and goals of the Chancellor

Skill in:

- Operating computer and standard office equipment
- Interpersonal communications

Ability to:

- Plan, manage, and perform administrative support work of the Chancellor's Office
- Understand, interpret, and apply pertinent laws, rules, administrative regulations, policies, procedures, and directions
- Supervise, assign, and review the work of others
- Apply correct clerical, secretarial, business, and District procedures to assigned work
- Compose, edit, and/or format complex business correspondence, reports, and publications
- Communicate the content, intent, and spirit of information accurately
- Evaluate work methods and efficiency
- Exercise good judgment and discretion in working with and on behalf of the Chancellor
- Exercise initiative

Ability to: (Cont.)

Anticipate conditions and establish priorities

Maintain the confidentiality of work

Critically review source data and detect and correct errors

Work effectively under pressure

Organize work to meet recurring and critical deadlines

Establish and maintain cooperative and effective working relationships with administrators and staff of the District, representatives of educational, business, community organizations, and members of the public

Exercise professional demeanor and actions when dealing with students, staff, faculty, and the general public who wish to communicate their concerns directly to the Chancellor

Learn specialized software applications and systems used in the Chancellor's Office

ENTRANCE QUALIFICATIONS

Education and Experience:

A. An associate's degree or its equivalent from a recognized college or university with a major in computer applications and office technology (CAOT) or a related field **AND** four years of full-time paid experience providing secretarial or administrative assistance to an executive or administrator. Qualifying experience must have also included use of computer software such as word processing and spreadsheet.

OR

B. Graduation from high school or its equivalent **AND** six years of full-time paid experience providing secretarial or administrative assistance to an executive or administrator. Qualifying experience must have also included use of computer software such as word processing and spreadsheet.

Special:

A valid Class "C" California drivers license.

Access to an automobile.