



EL CAMINO COLLEGE

EXECUTIVE ASSISTANT TO THE SUPERINTENDENT / PRESIDENT AND OFFICE MANAGER

Classification: Supervisory Administrator
Salary Range: 26

Retirement Type: PERS*
Revised/Board Approval: June 17, 2024

KEY ROLES/RESPONSIBILITIES

Under direction of the Superintendent/President, exercise leadership of the President's Office providing functional management and supervision over services provided and assigned positions. Implement the department's vision and develop, organize and implement goals and objectives; plan, develop, organize schedule, direct, improve and evaluate assigned programs, services, and activities; and provide oversight, development, and coordination of all elements of the assigned area.

Foster a culture of collaboration, mutual respect, innovation, and continuous improvement throughout the assigned unit, department, and division; lead by example; actively participate in and support College-wide shared governance components and activities and other collaborative processes; encourage professional excellence among assigned staff; and promote, foster, and facilitate an organizational culture of customer service, teamwork, and innovation. The assigned work requires a broad knowledge of the rules, regulations, laws and policies governing the District; the position has substantial contact with members of the District's Board of Trustees, administration and staff regarding matters of a wide and varied nature; and oversees the management of the Office of the President, requiring the highest level of discretion and good judgment.

SUPERVISION RECEIVED and EXERCISED

- Receive general direction from the Superintendent/President.
- Supervise, motivate, and evaluate the performance of assigned staff, interview and select employees; recommend promotions, transfers, reassignment, termination, and disciplinary actions to the assigned reporting level.
- Review and recommend staffing patterns, approve goals and performance objectives for personnel.
- Provide consistent direction in administering the collective bargaining agreements with faculty and classified employees; understand and interpret agreements for faculty and staff as directed.
- Foster a culture of sensitivity to and an understanding of the diverse academic, socioeconomic, cultural, linguistic, ethnic backgrounds and disabilities of community college students, faculty, and staff.

REPRESENTATIVE DUTIES

The following duties and responsibilities are typical for this position. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

I. LEADERSHIP

1. Lead, direct, and manage the planning, development, organization, scheduling, direction, performance, and evaluation of programs and services of the assigned department. Articulate a clear vision of the assigned department, including services, applications, and benefits provided. Lead and manage change within the department and across the Area as directed.
2. Actively participate in long-range planning, program review, and resource development activities. Promote transparency within and among the assigned department.
3. Participate actively in the life of the College, including operational processes and initiatives, by serving on College committees, workgroups, task forces, and councils as assigned.
4. Strengthen quality educational and support services to promote and empower student learning, success, and self-advocacy. Assist in the preparation and implementation of the department's budget.
5. Enhance innovation and participation in issues related to areas of assignment to ensure ongoing sustainability of the College.
6. Support student learning using a variety of effective instructional methods, educational technologies, and college resources.
7. Be accountable for effective and efficient utilization of resources. Control and authorize expenditures in accordance with established guidelines. Measure and assess outcomes. Identify opportunities for improvement within the department and implement actions to strengthen services to students and the campus community.
8. Support and promote College initiatives including Diversity, Equity, Inclusion, Accessibility, and Anti-racism.
9. Serve as Campus Security Authority (CSA) for Clery Act reporting requirements. Maintain up-to-date certification for CSA status.

II. FUNCTIONAL RESPONSIBILITIES: College Level

1. Provide effective leadership and ongoing guidance over all aspects of the department assigned, including resource planning, budgeting, tracking, and reporting. Provide technical expertise as directed.
2. Monitor and improve the delivery of services throughout the department assigned. Promote an effective work environment that supports high performance teamwork, continuous improvement, and ongoing sustainability of College resources.
3. Support the fiscal integrity of the College to promote and empower student learning, success, and self-advocacy.

4. Participate in grievances, disciplinary meetings, legal matters, and other employment related activities within the department assigned. Be alert for and effectively manage trouble spots in the assigned department.
5. Provide timely operational, technical, and functional information to the Superintendent/President and other College administrators, as directed. Interpret routine policies and regulations and recommend appropriate courses of action in unusual and complex circumstances. Demonstrate effective stewardship through continuous monitoring and reporting of resource needs, deployment, and utilization.
6. Ensure that all programs, services, activities, events, and experiences demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, linguistic, racial, ethnic backgrounds and disabilities of community college students, faculty, and staff.
7. Demonstrate sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of students.

FUNCTIONAL RESPONSIBILITIES: Job Level

1. Serve as Executive Assistant to the Superintendent/President; receive and record confidential information.
2. Provide leadership to and supervise the staff assigned to the Office of the Superintendent/President as determined by operational need.
3. Organize the workflow of the Office of the President, ensuring that projects are prioritized and completed in a timely manner.
4. Assist in the preparation of comments and other remarks for the Superintendent/President when he/she is speaking at public functions.
5. Prepare correspondence independently from notes, instructions or own knowledge of matters involved for signature of the Superintendent/President.
6. Serve as a representative of the Superintendent/President when communicating with the public or college personnel.
7. Anticipate the information needs of the Superintendent/President and ensure timely communication of such information to the Superintendent/President.
8. Serve as liaison with members of the Board of Trustees, and coordinate the preparation of informational, administrative and Board travel services.
9. Work with other offices in the college and see that reports and other materials are furnished on time.
10. Meet visitors, employees, and officials coming into the Superintendent/President's office.
11. Provide supervision, oversight, and coordination of the scheduling of appointments; answer inquiries by telephone or in person regarding matters in the office, either giving information on Board policies or matters involving the Superintendent/President which in the incumbent's judgment may be given, as appropriate; refer callers to the Superintendent/President or appropriate Vice President or staff.
12. Receive, compile, and type documents, including statistical reports and applications; prepare and keep files of administrative records; and maintain policies of the District.

13. Collect material and prepare the agenda for Board of Trustees meetings; notify board members and persons required to be present at the meetings.
14. Attend meetings of the Board of Trustees and takes minutes of proceedings.
15. Prepare, edit, and review minutes, distribute copies to board members, administrative officers, council/committee members, meeting attendees, etc., as appropriate.
16. Prepare and collect material for Superintendent/President's meetings, including, but not limited to Cabinet, Management, Senior Management, and meetings with colleagues on and off the campus.

III. RELATIONSHIPS

1. Develop and enhance partnerships with schools, colleges, universities, businesses, and community-based organizations to respond to the educational, workforce training, and economic development needs of the community.
2. Advance an effective process of collaboration and collegial consultation conducted with integrity and respect to inform and strengthen decision-making.
3. Work closely with other departments within the Division and across the College to foster and facilitate a seamless student experience and increase student success.
4. Work cooperatively and communicate effectively with College administrators and staff, representatives of State and federal agencies, educational institutions, social service organizations, community representatives, and others to coordinate and implement assigned programs and activities and provide information to others.
5. Attend a variety of administrative and staff meetings related to strategic planning, budget, advisory committees, and other assigned activities; participate in consultation, shared governance, and appropriate advisory committee meetings. Chair committees as assigned.
6. Maintain and encourage effective communication with assigned staff by holding regular staff meetings. Provide timely information to staff about issues, programs, and practices affecting the college, areas, divisions, and departments.
7. Network with professional colleagues inside and outside of the College. Attend workshops and professional conferences to stay informed of new developments and technologies; serve on a variety of campus, community, and state committees; meet with representatives of business, industry, and local government as appropriate.
8. Participate as an active member of the Department's management team.

IV. ORGANIZATION MANAGEMENT

1. Maintain up-to-date knowledge of the regulations, policies, requirements, and eligibility criteria for assigned programs and ensure compliance with the College's policies, procedures, and practices.
2. Strengthen processes, programs, and services through the effective and efficient use of assessment, program review, planning, and resource allocation. Implement priorities in conjunction with the College's comprehensive planning and budgeting guidelines.

Implement an organizational structure that maximizes utilization of resources and ensures effective and efficient delivery of services.

3. Train, supervise, motivate, and evaluate the performance of assigned managerial, professional, operational, technical, and support personnel; recommend transfers, reassignment, termination, and disciplinary actions as needed; delegate and review assignments; evaluate work products and results, implement appropriate procedures to accommodate need for information and assistance; establish and monitor timelines and prioritize work. Monitor employee performance on a regular basis and provide coaching for performance improvement and/or development as needed. Anticipate, prevent, and resolve conflicts under areas of supervision.
4. Implement plans for efficient and appropriate use and security of assigned facilities; ensure compliance with health and safety regulations.
5. Work with Information Technology personnel on a continual basis to enhance and improve relevant computer systems. Learn and apply emerging technologies to perform duties and provide services in an efficient, organized, and timely manner. Work to modernize infrastructure and technological resources to facilitate a positive learning and working environment and promote student success.
6. Perform other duties as assigned.

MINIMUM QUALIFICATIONS

Education: Associate of Arts degree from an accredited college, or the equivalent, in liberal arts, business, communications, computer information systems, or other field related to the position. Years beyond the five (5) years of required experience may be substituted for required education on a year for year basis.

Experience: Five (5) equivalent full-time years of broad, varied and increasingly responsible experience in administrative support work in business, industry, or public education. Years beyond the five (5) years of required experience may be substituted for required education on a year for year basis.

LICENSES AND OTHER REQUIREMENTS

Valid California driver's license.

(Note that for travel reimbursements, a valid California driver's license and successful completion of the District's Defensive Driver Training program is required.)

DESIRED QUALIFICATIONS

Desirable Education: Bachelor's degree from an accredited college or university in liberal arts, business or management, communications, computer information systems, or other field related to the position.

Desirable Experience: Five (5) equivalent full-time years of broad, varied and increasingly responsible experience in senior administrative support work as an executive assistant or related position, with supervisory or office management experience, for a senior-level executive or administrator in public education or higher education; and a background in public information, public relations or working with the public.

Knowledge/Areas of Expertise: College Level

- California Education Code, Title 5, Chancellor's Office administrative procedures, Federal laws and regulations and other legal parameters that affect the policies and practices of the College, as they apply to areas assigned.
- Understanding of higher education principles and practices in community colleges, including the mission of the California Community Colleges.
- Community college organization, operations, policies, and objectives, including specific policies and procedures of El Camino College covering the departments or units supervised.
- Specific needs and interests of community college students.
- Principles of business administration, management, marketing, and record keeping.
- Effective organizational and management practices pertaining to the analysis and evaluation of projects, programs, policies, procedures, department performance metrics, and operational needs.
- Effective fiscal management strategies, including understanding of budget concepts, principles, and practices, and effective budget administration and control.
- Effective financial reporting and record keeping.
- Grant proposal writing and special funding resources applicable to areas supervised.
- Appropriate risk management strategies, safety precautions, and procedures.
- Principles of communicating and collaborating effectively with diverse students, faculty, staff, and administration.
- Effective methods for conflict resolution and crisis management.
- Effective change management principles and practices.
- Evaluation and statistical methodology for preparation of statistical research and reports.
- Effective marketing, promotion, and public relations techniques. Preparation, publication, and distribution of informational and promotional materials related to areas assigned.
- Effective written and oral communication skills. Effective interpersonal skills using tact, patience, and courtesy. Effective collaboration, communication, and consensus-building techniques.
- Effective needs assessment methods and project management practices. Effective data management, record-keeping, and reporting techniques. Understanding of key performance indicators, goals, and measurable objectives and how to implement them.
- Effective leadership, administration, organizational planning, supervision, training, and analysis techniques applied to the assigned administrative area. Comprehensive understanding of the principles and practices of effective supervision, training, motivation, and performance evaluation.
- Computer systems and software applications related to areas of assignment, including capabilities and limitations. Modern office practices, procedures, and equipment. Operation of computer, peripherals, and software programs, including information systems, database management, spreadsheet, word processing and specialized software.
- Proficient level operation of a computer and assigned software, including proficient level use of common office software such as: Excel, Access, Word, Outlook, and PowerPoint.
- Technological advancements and their application to the assigned areas of responsibility.

Knowledge/Areas of Expertise: Job Level

- Supervisory experience in an office environment.
- Background in public information, public relations or working with the public desirable.
- Two years of supervisory experience preferred.
- Ability to take notes at meetings to create detailed meeting minutes.
- Correct English usage, spelling, grammar, vocabulary, and punctuation.
- Modern office practices, procedures, and techniques, including letter and report writing, receptionist and telephone techniques.
- Modern filing systems and techniques.
- Principles of training and supervision.
- District rules, regulations, policies, and procedures; Roberts Rules of Order.
- Knowledge of word processing software for creating and editing written documents.
- Knowledge of computer software for creating and designing a variety of projects, including desktop publishing, spreadsheet creation and database management.

Abilities/Skills: College Level

- Represent the College in a manner that reflects a positive image of services and support provided.
- Demonstrate sensitivity to and an understanding of the diverse academic, socioeconomic, cultural, linguistic, disability, and ethnic backgrounds of community college students, faculty, and staff. Relate effectively to people of varied academic, cultural, and socioeconomic backgrounds using tact, diplomacy, and courtesy.
- Establish and maintain cooperative and effective working relationships with a wide diversity of students, faculty, staff, and community members in an atmosphere of collegial decision-making and consensus-building. Work effectively and collaboratively in a diverse college environment, as well as within a community college system.
- Establish and maintain cooperative and effective working relationships with others. Listen effectively. Communicate respectfully with people of diverse cultures, languages, abilities, etc. Work effectively with others to build consensus and gain cooperation through discussion and persuasion to achieve common goals.
- Provide effective customer service and end-user satisfaction. Respond promptly to requests and inquiries from the public. Effectively resolve complex problems.
- Work independently with limited administrative oversight and direction. Adhere to ethical principles and practices, consistently exercise good judgment, and make effective decisions. Demonstrate flexibility and creativity in accomplishing work and resolving problems.
- Meet assigned schedules and timelines. Effectively manage the stress of working under tight timelines.
- Maintain confidentiality and act with discretion. Maintain the security of confidential materials.
- Travel to meetings and events on and off campus as required. Observe legal and defensive driving practices when operating a motor vehicle on campus or on official business.
- Utilize effective planning and organizational skills. Analyze problems, identify alternative solutions, anticipate consequences of proposed actions, and implement effective solutions in support of goals.
- Administer and control the budget for program areas as assigned.

- Chair and participate in a variety of college committees and work groups as directed.
- Read, understand, interpret, and apply technical and legal information effectively. Analyze, interpret, communicate, and enforce applicable federal, state, and local laws, regulations, rules, policies, administrative data, and related materials. Interpret, apply, and explain rules, regulations, policies, and procedures in a variety of procedural situations for areas assigned.
- Collect, compile, and analyze data. Prepare comprehensive narrative and statistical reports. Direct the maintenance of a variety of reports and files related to assigned activities. Prepare and maintain accurate and detailed records and reports related to the area supervised. Prepare analytical reports, proposals and other written plans for the College, Board of Trustees, Chancellor's Office, and other outside agencies as assigned. Assist in related research and evaluation activities as required.
- Utilize effective oral and written communication skills, including business letter writing, report preparation, and public speaking. Utilize appropriate English usage, composition, grammar, spelling, punctuation, and vocabulary.
- Communicate clearly, concisely, and effectively with diverse constituencies within and outside of the College, both orally and in writing. Prepare and present effective oral and written reports, press releases, and promotional materials as required. Prepare and deliver effective presentations as requested.
- Utilize effective planning and organizational skills. Plan, organize, coordinate, and direct work to maximize efficiency and effectiveness. Prepare work plans, implement schedules, and consistently meet reporting timelines. Effectively delegate authority and responsibility. Provide guidance and assistance to the functional and operational areas within the assigned department.
- Utilize effective leadership, counseling, and modeling skills. Encourage professional excellence among employees and promote an organizational culture of customer service, teamwork, and innovation.
- Effectively train, direct, supervise, motivate, and evaluate the performance of assigned staff. Facilitate effective staff meetings and group discussions and involve staff in idea generation, goal setting, and decision making.
- Work effectively within a unionized environment.
- Operate a variety of office equipment including a computer. Use automated systems to maintain records, collect data, and generate reports.

Abilities/Skills: Job Level

- Take notes at meetings to create detailed meeting minutes.
- Supervise assigned staff.
- Exercise strong interpersonal skills and communicate effectively in a wide variety of settings.
- Excellent writing skills and proven ability to prepare remarks/comments on behalf of the Superintendent/President.
- Perform difficult and responsible administrative work using independent judgment.
- Devise and adopt office procedures to changing organizational needs.
- Prepare clear comprehensive reports.
- Maintain complex and confidential records.
- Interpret and apply policies, laws and regulations of the District.
- Gather and analyze a wide variety of data.
- Exercise good judgement in handling difficult situations.

- Analyze situations accurately and take effective action.
- Compose correspondence independently.
- Assemble a variety of data for reports.
- Strong typing skills.
- Use tact and diplomacy when meeting the public, staff, administrators, and student.
- Establish and maintain cooperative relationships
- Ability to stand or sit for long periods.
- Extensive computer work.
- Ability to move from one work area to another as needed.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The work environment and physical demands described here are representative of those required by an employee to perform the essential functions of this job successfully.

Note: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

Standard office setting. Duties are performed primarily in an office environment while sitting at a desk or computer workstation. Incumbents are subject to extensive contact with students, faculty, and staff with frequent interruptions, noise, and demanding timelines. At least minimal environmental controls to assure health and comfort. Frequently involves working non-standard, evening, and weekend hours.

Physical Demands

Incumbents regularly sit or stand for long periods, travel short distances on campus on a regular basis, travel to various locations to attend meetings and conduct work, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; hear and understand voices over telephone and in person; and lift, carry, and/or move objects weighing up to 25 pounds.

** Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.*