

EXECUTIVE ADMINISTRATIVE ASSISTANT - CONFIDENTIAL

Definition:

Performs and oversees a wide variety of advanced and complex, responsible and highly confidential secretarial and administrative duties for the County Superintendent of Schools and the County Board of Education. Facilitates and coordinates administrative assignments on behalf of the Superintendent. Acts as a liaison for the executive office to a wide range of outside contacts, including the general public.

Distinguishing Characteristics:

This position typically coordinates, oversees, and performs the most complex, difficult, and highly visible secretarial activities. Incumbent is expected to apply specialized or technical knowledge of various facets of the organization that are can be varied and unique. Exercises considerable independence of action in routine administrative and Board matters, preparing reports and correspondence, handling complaints from the public or employees and other matters of similar complexity. Work often involves handling a broad scope of proprietary and private information.

Supervision Exercised and Received:

Serves under general direction and standing directives and routines established by the Superintendent. May supervise clerical and other support staff.

Examples of Duties and Responsibilities:

Duties and responsibilities may include, but are not limited to, the following:

- Acts as initial intake for complaints or concerns directed to the Superintendent and resolves issues whenever possible, but refers more complex or unresolved issues to the Superintendent.
- Explains the roles of the County Superintendent, the Board of Education and the districts to individuals and groups; provides information on County Office programs and services; and answers questions from the public.
- Keeps the County Superintendent and the Board President informed (as necessary) about developing problems that come to the attention of the Executive Assistant and which may impact County Office programs or local districts.
- Coordinates and facilitates the activities of the County Office Administrative Department, including supervision of the reception responsibilities.
- Coordinates and provides administrative support for the Board of Education and Superintendent including but not limited to communications; agenda, meetings, and official proceedings; secretarial support; and outreach.
- Assures that the Board is prepared for all official and unofficial proceedings with up-to-date information and background data, complete agendas and documentation, and accurate schedules, and meeting room support.
- Attends and records proceedings from official and unofficial meetings and hearings; may attend and perform the same scope of work on the most confidential or sensitive meetings and hearings. Reviews minutes via electronic media prepared by others from proceedings to assure quality and proper grammar.
- Organizes, coordinates, prepares and distributes Superintendent and Board-initiated policies and by-law revisions to appropriate administrators for review. Assures that suggested revisions to Superintendent Policy and Board Policy are submitted to Board for agenda follow-up. Makes final revisions, supervises the updating and maintenance of the Superintendent Policies & Procedures on the County office web site; works with staff throughout the agency to assist in developing and revising policies and procedures with their area of expertise; and communicates changes and intent to administrators and departments.
- Maintains the Superintendent's daily and monthly schedules. Takes requests from employees, parents and community. Determines urgency of need and determines availability or checks with Superintendent. Schedules appointments. Follows-up to ensure Superintendent has necessary materials/information.
- Responds to parent and/or community issues. Works with schools and departments to resolve concerns of parents and community that have been directed to the Superintendent, but do not require the intervention of the Superintendent.

- Composes difficult correspondence, using various media formats, independently on a variety of matters. Compiles and types letters, reports, and statistical data. From rough drafts, notes or dictation, sets up and types final copies of business letters, briefs, proposals and manuals including complex statistical documents. Frequently creates materials without pre-established formats.
- Schedules and organizes events or meetings for department/agency group programs. May include direct contact with outside clients to ascertain specific needs, coordination of schedules, working with other departments to ensure all required materials, supplies and special items (food, printed materials, et al) are available. Sets up files and maintains records and appropriate documentation.
- Coordinates and performs special projects. Works with the Superintendent's Agency Outreach Coordinator related to Board election activities with the County Clerk's office. May meet directly with outside representatives, vendors or experts in area of assignment. May include getting work order quotes, reviewing bids, preparing paperwork, ensuring approval of required officials, maintaining all related records and files. Sets up files and maintains appropriate documentation.
- Prepares, develops, and monitors the budgets under the supervision of the Board and Superintendent's Office, including gathering and compiling all the information required for budget development; maintains budget records and files; and reviews and monitors budgeted expenditures.
- May serve as Public Information Officer for County Office Emergency Preparedness response, when assigned; and in that role prepares information for the Superintendent to provide to media, districts and outside agencies; and coordinates flow of information between County Office departments, districts and outside agencies.
- Receives, handles and stores confidential information pertaining to assignment and collective bargaining. Maintains confidentiality.
- Performs special projects and prepares various forms and reports on behalf of the Governing Board and the Superintendent, including conducting research of education law, regulations, policies and procedures for the Superintendent, Board, and administrators; and disseminates findings and information in both written and oral formats.
- Reviews, edits and verifies materials produced by others for completeness and conformance with established standards, policies and procedures.
- May direct, coordinate and supervise the work of others, when assigned.
- Attends to administrative details as assigned and performs other duties as required to accomplish the objectives of the position.

Employment Standards:

Knowledge of:

- Thorough knowledge of the California education system and the roles of the County Superintendent, the County Office and local district within the California education system.
- Thorough knowledge of SCOE functions, policies, rules, regulations, goals and objectives sufficient to independently answer questions, prioritize issues, and resolve complaints from staff and the public.
- Considerable knowledge of modern office procedures, practices and equipment including filing systems, receptionist, and telephone techniques and letter and report writing.
- Thorough knowledge of those activities associated with statistical record keeping, staff administration, and confidential record keeping.
- Thorough knowledge of proper English usage, grammar, spelling, punctuation and proof reading skills.
- Principals of Education funding and budget development and preparation.
- Mathematical skills sufficient to compute budget amounts and monitor budget activity.
- Knowledge of various standard office machines, including personal computers with word processing, desktop publishing, graphics, databases, and spreadsheet applications.
- Knowledge of the basic techniques and principles of media and public relations and organizational communication.
- Methods, techniques and principals involved in gathering, writing, and disseminating information to and for the public and other audiences in various media formats and software systems.
- Sufficient human relation skills to communicate sensitive and confidential information with a variety of individuals and groups; to convey a positive image of the SCOE.
- Emergency public information management, including levels of joint information systems and the functions of a joint information center.
- Safe work practices.

Ability to:

- Coordinate and perform complex and technical office and secretarial work with speed and accuracy.
- Produce complex documents and reports from scratch, in various media formats.
- Keyboarding equivalent to 70 w.p.m. and shorthand or equivalent at 120 w.p.m.
- Interpret, explain and apply knowledge of all departments in the organization, operations, programs, functions and special department terminology.
- Supervise staff in a manner that encourages high morale and efficiency.
- Revise and maintain established procedural systems and controls and establish work priorities.
- Remain calm, work under pressure and maintain a business-like manner under stressful situations.
- Communicate with students, staff, faculty and the public using tact, diplomacy and courtesy.
- Analyze situations and use independent judgment and develop effective options for in resolving problems and/or complex situations with tact, diplomacy, and sensitivity to others.
- Collaborative and collegial with other departments and agencies.

Computer Skills:

- Basic desktop publishing including the ability to open, save, and print an existing desktop publishing document and make simple word processing changes.
- Intermediate Internet usage including the ability to use multiple software platforms to view web pages, use a search engine, bookmark a site, download a file; print out web pages, copy text, edit bookmarks, print web pages, and observe copyright regulations.
- Intermediate Word Processing skills, such as the ability to format, save files for cross-platform use and in different versions, work with toolbars, menus, and rulers, insert graphics, use borders, and print labels and envelopes.
- Intermediate Database skills, such as the ability to sort and retrieve records; create layouts, reports, create and print mailing labels; perform mail merge for form letters; add, edit, delete fields and records.
- Intermediate spreadsheet skills, including the ability to open, modify, save, and print a new or existing spreadsheet, and enter text and numbers.
- Advanced email skills, including the ability to edit preferences; customize tool bar, create folders, automatic reply and forward.
- Ability to learn new computer software applications and train others on new software.

Education and Experience:

Any combination of education and experience that would likely provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

- The position requires an Associates Degree in secretarial science, communications, business, or equivalent discipline.
- A Bachelors Degree is preferred.

Experience:

- Requires five years of progressively responsible secretarial experience including three at the executive or senior management level.
- Additional experience may substitute for higher education.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- The position requires ordinary ambulatory ability to retrieve work materials, intermittent walking, standing, stooping, and carrying and lifting of light weight materials (under 20 pounds).
- Requires visual acuity sufficient to recognize people, words, and numbers.
- Requires hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key, and other common office equipment.

- Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.
- Must have normal vision (20/20), corrected or uncorrected.

Work Environment:

The following conditions may be present:

- Work is performed in an office environment with minimal exposure to health and safety considerations.

Other Requirements:

- Must be fingerprinted and a satisfactory Department of Justice records check must be received by SCOE, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver license, proof of insurance, and possible participation in the DMV Pull Notice Program once employed.