SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: SENIOR EXECUTIVE ASSISTANT

BASIC FUNCTION:

Under the direction of a Cabinet-level administrator, performs highly responsible and confidential secretarial and administrative assistant duties to relieve the administrator of a variety of administrative details; interprets policies and regulations to officials, staff and the public; plans, coordinates and organizes office activities and flow of communications and information for the assigned administrator.

DISTINGUISING CHARACTERISTICS:

Positions in this classification that are assigned to the Business, Facilities & Operations Division or the Human Resources Division are designated as confidential pursuant to Government Code section 3540.1(c). Incumbents in confidential-designated positions may regularly access, develop, and/or be entrusted with information relating to labor relations, including collective bargaining strategies, negotiations, grievances, and other employer–employee relations matters, the disclosure of which would compromise the Office's position in labor negotiations. Positions designated as confidential will be identified by adding "(Confidential)" next to the Senior Executive Assistant title.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Perform highly responsible duties as the primary and confidential secretary to a Cabinet-level administrator, relieving the administrator of a variety of secretarial and administrative details; plan, coordinate and organize office and department activities and flow of communications for the administrator; maintain confidentiality of privileged and sensitive information.
- Receive, screen and route telephone calls; greet and assist visitors; refer callers or visitors to appropriate staff members; take and relay messages; respond to requests, complaints and questions from officials, staff and the public, representing the administrator by phone and written communication; interpret policies and regulations to officials, staff and the public.
- Compose correspondence independently on a variety of matters including those of a confidential nature; compile and type various letters, forms, reports, contracts, packets, statistical data, memoranda, bulletins, newsletters, notices, vouchers, lists and other materials as directed; prepare, format, edit, proofread and revise written materials.
- Coordinate and schedule various appointments and meetings; make travel arrangements; reserve facilities; prepare and assure proper completion of reimbursement forms; maintain and coordinate the administrator's calendar; prepare and disseminate calendar of events; coordinate and arrange special events and activities for the administrator.

- Receive, sort and route incoming correspondence; review and determine priority of incoming mail; compose replies independently or from oral direction; prepare notices, packets and informational materials for mailing.

- Attend a variety of meetings; serve on committees as assigned; prepare related notices, reports, presentations and agendas; record and transcribe minutes; prepare and distribute minutes, updated records, documents and reports to appropriate personnel.

- Research and compile a variety of information; compute statistical information for various federal, State and local reports; process and evaluate a variety of forms and applications related to assigned functions; duplicate materials as necessary.

- Input a wide variety of data into an assigned computer system; maintain automated files and records; create queries and generate a variety of computerized lists and reports; assure timely distribution and receipt of a variety of records and reports; assure accuracy of input and output data.

- Maintain designated budgets and assure assigned accounts are accurate and expenditures are within federal or State requirements; collect and account for fees; initiate budget transfers as directed.

- Prepare and maintain a variety of complex lists, records and reports related assigned duties; establish and maintain filing systems.

- Perform special projects and prepare various forms and reports on behalf of the administrator; attend to administrative details on special matters as assigned; perform varied duties related to the administrator's area of responsibility and assigned programs.

- Operate and maintain a variety of office equipment including a calculator, copier, fax machine, typewriter, computer and assigned software; arrange for equipment repairs as needed.

- Communicate with other departments, administrators and outside agencies to coordinate activities, exchange information and resolve issues or concerns.

- Prepare, type and process requisitions according to established guidelines; order, receive and maintain inventory of supplies and equipment in accordance with established guidelines.

- Obtain and provide information, records and materials to staff and the public where judgment, knowledge and interpretation of policies and regulations and organizational functions and programs are required; verify information for staff and outside agencies as requested.

- Develop and implement office procedures to assure complete and timely operations; create office forms which facilitate workflow.

- Train and supervise assigned clerical personnel as directed; assist with resolving staff issues, or refer to administrator as needed.

- Prepare documents and information relating to collective bargaining activities including employee relations and negotiations; maintain confidentiality regarding issues related to negotiations and other collective bargaining matters.

OTHER DUTIES:

- Perform other related duties as assigned.

KNOWLEDGE, ABILITIES AND COMPETENCIES

KNOWLEDGE OF:

- Functions and secretarial operations of an administrative office.
- Organizational operations, policies and objectives.
- Applicable laws, codes, regulations, policies and procedures.
- Modern office practices, procedures and equipment.
- Record-keeping techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Budgeting practices regarding monitoring and control.
- Methods of collecting and organizing data and information.
- Business letter and report writing, editing and proofreading.
- Public relations techniques.
- Operation of a computer and assigned software.

ABILITY TO:

- Perform highly responsible and confidential secretarial and administrative assistant duties to relieve the administrator of a variety of administrative details.
- Interpret, apply and explain laws, codes, rules, regulations, policies and procedures.
- Plan, coordinate and organize office activities and the flow of communications and information for the assigned administrator.
- Organize complex material and summarize discussions and actions taken in report form.
- Compile and prepare comprehensive reports concerning a broad spectrum of subject matter.
- Compose effective correspondence independently.
- Maintain a variety of complex and confidential files and records.
- Assure efficient and timely completion of office and program projects and activities.
- Understand and resolve issues, complaints or problems.
- Type or input data at an acceptable rate of speed.
- Take and transcribe dictation at an acceptable rate of speed.
- Operate a variety of office equipment including a computer and assigned software.
- Establish and maintain cooperative and effective working relationships with others.
- Analyze situations accurately and adopt an effective course of action.
- Plan and organize work.
- Meet schedules and timelines.
- Prioritize and schedule work.
- Work independently with little direction.
- Work confidentially with discretion.

- Communicate effectively both orally and in writing.

LEADERSHIP TEAM COMPETENCIES:

- Develops and fosters effective individuals and teams.
- Operationalizes the organizational vision, mission, goals, shared values, and guiding principles.
- Demonstrates emotional intelligence.
- Models inclusive, effective, and authentic communication.
- Applies understanding of how identities and experiences influence access and opportunity to inform practices and decisions.
- Builds and sustains positive, trusting relationships.
- Conducts SCCOE operations with the highest moral, legal, and ethical principles.

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

- Graduation from high school supplemented by college-level course work in secretarial science or related field, and
- Four years of increasingly responsible secretarial or administrative assistant experience.

WORKING CONDITIONS:

ENVIRONMENT:

- Office environment.
- Constant interruptions.

PHYSICAL DEMANDS:

- Hearing and speaking to exchange information in person or on the telephone.
- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.
- Sitting or standing for extended periods of time.
- Bending the waist, kneeling or crouching to file materials.

HAZARDS:

- Slipping, tripping, falling.
- Ergonomic injuries, repetitive motion injuries, eye strain.
- Indoor air pollution.

HAZARDS:

Disaster Service Worker

It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In

furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law. *Ca. Gov. Code § 3100*

Approved by Personnel Commission: June 23, 2011
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Marisa Perry Date: 3/11/26
Director III – HR / Classified Personnel Services