



Special Assistant to Senior Executive Job Description

JOB INFORMATION

Job Code:	111034
Job Title:	Special Assistant to Senior Executive
FLSA Status:	Exempt
Supervisory:	
Job Family:	Administrative/Clerical Support
Job Family Group:	Administration
Management Level:	5 Manager

JOB SUMMARY

Responsible for coordinating senior executive's calendar and schedule, and managing phone calls, personal correspondence, travel arrangements, expense reimbursements, etc. Participates in the development and implementation of short- and long-term plans for a senior executive's office operations. Assesses the urgency of situations, determines priorities and appropriate actions. Creates daily agendas that include the next day's calendar, events, speeches, and complete briefings.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
X		Bachelor's degree	Communication	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree		
	X	Master's degree	Communication	Or
	X	Master's degree	in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		5 years	managing and/or supporting administration of an executive's office	
	X	8 years	in higher education, government, or similar complex organizations	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Superior level of professionalism and exceptional attention to details.
X		Proven analytical, critical-thinking, problem-solving, and multi-tasking skills.
X		Experience managing heavy calendars, coordinating meetings, and making detailed travel arrangements and itineraries.
X		Superb interpersonal, diplomatic, and written and oral communication skills.
X		Demonstrated proficiency with Microsoft Office and other relevant office and project management software/tools (e.g., Google suite, Slack, Adobe Creative Suite, Skype).
	X	Discretion, sound judgment, and management ability.
	X	Proven collaborator and consensus builder, with a track record of successfully partnering with diverse constituencies.
	X	Proven ability to thrive in fast-paced environments, with high tolerance for ambiguity and complexity.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Participates in the development and implementation of short- and long-term plans for a senior executive's office operations. Independently making daily administrative and operational decisions, and ensures senior leadership is informed of all relevant matters. Researches and resolves problems or questions referred by staff, faculty, students, visitors, and/or external contacts as needed or requested by the senior executive or relevant stakeholders.				
Facilitates communications between a senior executive and any direct reports. Assesses the urgency of situations, determines priorities and appropriate actions. Aids timely, reciprocal exchanges of communication and critical information between the senior executive, university offices, and internal and external stakeholders. Represents the senior executive through				
telephone and personal contacts, as needed. Screens, reviews, prioritizes, responds, and/or forwards incoming calls directed to a senior executive, and initiates calls to optimize their time. Determines appropriate contact or action necessary for satisfactory disposition.				
Establishes, manages, monitors, and coordinates a senior executive's calendar, with approval of assigned/delegated stakeholder, and/or discussion with the senior executive. Collaborates in determining calendar priorities and coordinating the efforts of other staff engaged in scheduling the senior executive's time. Researches, determines, and confirms details and scheduling requirements. Alerts assigned/delegated party of key future appointments and conflicts with existing items, rescheduling as deemed appropriate. Manages the senior executive's expense reimbursements.				
Creates daily agendas that include the next day's calendar, events, speeches, and complete briefings for a senior executive, and senior leadership, as assigned. Monitors briefings sent to senior executive, ensuring information is acceptably formatted, and identifying documents to be referred and reviewed for further scrutiny. Provides direction and support to other offices' staff when preparing materials for a senior executive's schedule, ensuring consistency and continuity. Determines best possible itineraries and travel time for off-campus appointments. Ensures all relevant information is included (e.g., maps, directions, times, instructions).				
Reads and reviews all incoming mail, determines priorities and actions required, directs items to appropriate individuals, and follows transactions through to completion. Researches, composes, and/or drafts email on behalf of a senior executive. Ensures acceptable, pre-established formats are followed, as appropriate, and that relevant stakeholders are copied on all emails. Coordinates all mail correspondence with receptionist, and works with relevant stakeholders to determine appropriate actions before presenting to senior executive. Refers to a senior executive's direct reports for action, or the senior executive and/or relevant stakeholders for guidance.				
Recruits, screens, hires, orients, trains, and supervises assigned staff. Evaluates performance, provides guidance and feedback, and counsels, disciplines, and/or				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
terminates staff, as required. Sets, schedules, and assigns workloads, establishing staff priorities. Oversees tasks to completion, as appropriate, ensuring deadlines are met.				
Assists in the formation of committees and monitors progress toward completion of assigned tasks, as requested. Ensures committee reports and recommendations are submitted in a timely manner, and follows up with implementation, as appropriate.				
Develops and maintains effective filing and logging systems for the office, as well as a database system for the senior executive's personal matters. Ensures optimal storage and efficient retrieval capabilities for documents. Maintains a thorough understanding of all office and university policies and procedures, and any and all applicable government laws and regulations. Stays current with university publications, updating and advising relevant office stakeholders regarding news and developments deemed significant to the senior executive and/or office operations.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills,

duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.