



## Executive Administrative Manager Job Description

### JOB INFORMATION

<i>Job Code:</i>	111040
<i>Job Title:</i>	Executive Administrative Manager
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Administrative/Clerical Support
<i>Job Family Group:</i>	Administration
<i>Management Level:</i>	5 Manager

### JOB SUMMARY

Oversees, manages and coordinates the daily operations and administrative functions of a senior vice president's office to include planning and scheduling; management and coordination of communications; supervision of staff; purchasing; department personnel administration; office procedural development and implementation; management and coordination of special projects of significant complexity; and facilities and equipment maintenance and repair. Controls access to the senior vice president as well as workload, priorities and time of executive. Acts on behalf of executive exercising discretion and independent judgment while assuring and providing critical, high-level support to optimize executive's time. Participates in short- and long-term department planning. Analyzes department operations, determines necessary and appropriate procedural changes, and implements accordingly. Liaises with senior vice president's subordinate departments and offices regarding complex departmental problems and issues. Supervises preparation of materials for presentation to the board of trustees. Reports directly to a senior vice president.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Master's degree	

#### Additional Education

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

Combined experience/education as substitute for minimum education

#### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		7 years	
	X	10 years	

#### 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		Experience in managing administrative operations of a multi-faceted department.
X		Thorough knowledge of management principles, executive and corporate protocol, and applicable laws/regulations.
X		Demonstrated excellent written and oral communication skills.
X		Demonstrated excellent interpersonal skills.
	X	Excellent communication and organizational skills to address, prioritize and coordinate multiple problems, issues and activities concurrently.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees, manages and coordinates daily operations and administrative functions of senior vice president's office including functions such as planning and scheduling; supervision of staff; purchasing; management and coordination of communications; office procedural development and implementation; department staff administration; management and coordination of special projects of significant complexity; maintenance and repair of equipment and facilities; and ensuring department's conformity to university policies and procedures. Acts on behalf of executive exercising discretion and independent judgment while assuring and providing critical, high-level support to optimize executive's time. Serves as primary contact for overall external coordination of activities with offices of officers and senior management, board of trustees, political and civic leaders, major donors, other public and private contacts, etc. Ensures confidentiality of all information and that reporting deadlines are met keeping in mind administrative priorities.				
Participates in long and short-term department planning and implementation of processes and objectives for areas such as business continuity planning, human resources, growth, policy, staff, budget, safety, space and strategic issues. Assists with development and communication of planning and guidelines. Monitors department activities and tracks similar activities for units reporting to senior vice president to ensure adherence to plans.				
Manages special projects of significant complexity. Performs or oversees business research, compilation of data from various reference sources and data analysis. Oversees project implementation including setting goals, establishing priorities, managing resources, developing approaches, reviewing progress and results, as appropriate. Develops, evaluates, recommends and implements procedures for data acquisition, management and quality control. Develops conclusions and recommendations and guides the formatting of results.				
Resolves complex office and divisional departmental problems and issues. May meet with concerned parties to discuss problems, requests or other matters, as needed or requested. Investigates and determines approach and appropriate solutions to complex office and divisional departmental matters or complaints from faculty, staff, students and other constituents. Analyzes department operations, determines necessary and appropriate procedural changes, and implements accordingly.				
Provides personnel management of senior vice president's office. Supervises department employees and/or student workers, as assigned. Recruits, screens, hires and trains staff. Schedules assigns and prioritizes workloads. Sets appropriate goals and deadlines. Ensures timely completion of department's work. Monitors employee performance on a regular basis. Provides feedback to senior management regarding performance appraisals of staff. Provides guidance and feedback to assigned staff. Counsels and disciplines, as needed.				
Writes or oversees preparation of official correspondence, reports, speeches, memorandums, proposals, etc. as deemed appropriate or assigned by executive. Researches topics, materials and sources as part of preparation of official correspondence, reports, speeches, memorandums, proposals, etc., as needed. Utilizes graphic designs, spreadsheets, etc. when appropriate. Develops templates to standardize communication vehicles, as needed.				
Develops and oversees implementation of internal departmental procedures and practices covering areas such as administration, finance, safety, etc., ensuring				

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
compatibility with university policies. Interprets and explains applicable rules, polices and procedures. Ensures departmental compliance and approves exceptions, as authorized.				
Plans and implements new office technology. Assesses department needs in terms of office equipment, software, telephonic and computer systems. Determines and recommends appropriate technological acquisitions for office/division and manages acquisition.				
Supervises preparation of materials prepared for presentation to board of trustees. Interacts with trustees, senior officers and the President's Office in planning, coordinating and organizing board of trustees committee and special meetings, activities, etc.				
Coordinates maintenance of information systems to support operations with information technology staff. Ensures information security software and internal systems are maintained on a regular basis.				

## 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			Yes

## 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.