



JOB INFORMATION

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| <i>Job Code:</i> | 111053 |
| <i>Job Title:</i> | Presidential Special Assistant |
| <i>FLSA Status:</i> | Exempt |
| <i>Supervisory:</i> | Supervises employees and/or student workers. |
| <i>Job Family:</i> | Presidential Administrative Support |
| <i>Job Family Group:</i> | Administrative Support |
| <i>Management Level:</i> | 6 Supervisor |

JOB SUMMARY

Serves as a skilled professional special assistant who provides detailed and complex executive management services directly to the president. Has responsibility for various activities including the supervision of staff; coordination of the president's calendar and schedule; management of president's personal emails/ correspondence, travel arrangements, and telephone calls; management of expense reimbursements; oversight of maintenance and repair of president's vehicle; and resolution of complex department problems. Maintains currency on revisions to president's office and university policies and procedures. Reports directly to the chief of staff.

JOB QUALIFICATIONS:

Education

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

Additional Education

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

X 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

| <i>Req</i> | <i>Pref</i> | <i>Functional Skills</i> |
|------------|-------------|---|
| X | | Progressively responsible administrative experience in an executive office. |
| X | | Heightened sense of protocol and diplomacy and the ability to exercise sensitivity, confidentiality and discretion in every matter. |
| X | | Skill set commensurate with the style and visibility of the president's office and a high degree of accuracy. |

Knowledge, Skills and Abilities

| Req | Pref | Functional Skills |
|-----|------|---|
| X | | Knowledge of electronic information systems. |
| | X | Progressively responsible administrative experience in an executive office in a university setting. |

Other Job Factors

- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|--|--------|-----------|----------|-----|
| Serves as a skilled professional special assistant providing a variety of detailed and complex executive management services for the president. Makes daily administrative and operational decisions on her behalf. Ensures the chief of staff is informed of all relevant presidential matters. | | | | |
| Participates in the development and implementation of short and long-term plans for the administration of office operations and the board of trustees, as appropriate. | | | | |
| Supervises all assigned subordinate staff. Recruits, screens, hires, orients and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees, as required. Sets, schedules and assigns workload of subordinate staff. Establishes priorities and provides guidance to staff members. Oversees tasks to completion as appropriate and ensures deadlines are met. | | | | |
| Establishes, manages, monitors and coordinates the president's calendar for meeting or event commitments with approval of the chief of staff and/or discussion with president except when generated by president. Collaborates with the chief of staff in determining the priorities for the president's calendar in addition to coordinating the efforts of other staff engaged in scheduling the president's time. Determines information and scheduling requirements. Researches information in preparation of the presidential calendar. Alerts the chief of staff of appointments needing to be rescheduled and future key appointments. Reschedules existing appointments as deemed appropriate. Manages president's expense reimbursements. | | | | |
| Provides direction and support to staff members in other offices in the preparation of materials for the president's schedule and travel arrangements to ensure consistency and continuity. Coordinates the arrangements for the president's interstate, intrastate and abroad travel. Determines best possible itinerary and travel time for the president's off-campus appointments and coordinates with president's driver. Provides maps and directions for the president's driver for local travel. Ensures president's vehicle is maintained. Coordinates president's ground transportation and hotel arrangements with air travel. | | | | |
| Reviews, reads and prioritizes all presidential incoming emails. Determines actions required including directing to appropriate individual and follows through to completion. Researches and composes and/or drafts presidential emails on behalf of the president. Ensures acceptable pre-established formats are followed as appropriate. Ensures chief of staff is copied on all emails. Coordinates all mail correspondence with receptionist and works with chief of staff to determine appropriate action before it is provided to president. Refers to president's direct reports for action, or refers to president for personal reply or to chief of staff for guidance. | | | | |
| Facilitates communications between president and direct reports at direction of chief of staff. Assesses and prioritizes the urgency of situations and determines appropriate action. Facilitates reciprocal exchange of communications and critical information in a timely manner between the president and university offices and internal and external parties. Represents president through telephone and personal contacts, as needed. Screens, reviews, prioritizes and responds or forwards incoming calls directed to the president. Determines what contact or action is required for satisfactory disposition. Initiates calls for the president to optimize her time. | | | | |

JOB ACCOUNTABILITIES

| | <i>% Time</i> | <i>Essential</i> | <i>Marginal</i> | <i>N/A</i> |
|---|---------------|------------------|-----------------|------------|
| Creates the “daily black books” that include the next day’s calendar, abstracts, events, speeches, and complete briefings for the president and chief of staff. Monitors briefing information sent to the president. Ensures acceptable formats are followed and identifies documents to be referred and reviewed for further scrutiny. Ensures all relevant information is included such as directions, time, who will meet president, time of pickup, etc. and that nightly copies are provided to chief of staff. | | | | |
| Manages, plans, coordinates, schedules, and organizes special projects, activities and assignments to meet objectives, as requested by president and/or chief of staff. Enlists cooperation from staff, as needed. Directs and supervises the work of staff members or student workers involved in projects or the preparation of materials pertaining to the president’s external and internal meetings and events, as needed. Sets and communicates priorities and performance standards and assesses operations based on certain criteria. Documents activities and prepares final reports as appropriate. | | | | |
| Manages and coordinates necessary arrangements and association with the president’s outside memberships. Coordinates all reservations for restaurants, California Club, etc. including parking instructions and special instructions. | | | | |
| Assists chief of staff in formation of ad hoc committees and monitors progress toward completion of assigned tasks, as requested. Ensures that committee reports and recommendations are submitted in a timely manner. Follows up with implementation, as appropriate. | | | | |
| Researches and resolves problems or questions referred by faculty, staff, visitors or external contacts as needed or requested by president or chief of staff. Analyzes and reports resolution or findings to president and/or chief of staff. | | | | |
| Develops and maintains an effective database system for president’s personal matters. Develops, implements, and maintains the president’s office filing system and logging system to ensure optimal storage and efficient retrieval capabilities of documents. | | | | |
| Maintains a thorough understanding of all presidential office and university policies and procedures as well as applicable government laws and regulations. Maintains currency with university publications and academia publications. Updates chief of staff on new developments and advises on information deemed significant to department 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/ | | | 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.