



Shawnee Community College Job Description

Title: Executive Assistant to the President

Reports to: <u>President</u>	Location: <input checked="" type="checkbox"/> Main <input type="checkbox"/> Anna <input type="checkbox"/> Cairo <input type="checkbox"/> Metro <input type="checkbox"/> Vienna
Division: <u>Executive</u>	Department: <u>Executive</u>
Classification: <u>Administrative</u>	Level: <u>8</u>
FSLA: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	Status: <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT <input type="checkbox"/> Temp
Effective Date: <u>09/30/24</u>	Grant: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

SUMMARY

The Executive Assistant to the President provides comprehensive high-level executive support to the President and ensures effective, collaborative, and customer focused operation of the President’s office. This position requires: exceptional organizational skills; the ability to effectively manage multiple complex projects and tasks in a timely manner; excellent professional communication capabilities; and, the ability to handle highly sensitive and confidential information with professionalism and discretion. Finally, on behalf of the President, this position fosters positive relationships with key stakeholders, including trustees, board directors, senior-leaders, faculty, staff, students, donors, community partners, and government officials, by effectively communicating and representing the President's priorities, initiatives, and vision.

MINIMUM QUALIFICATIONS

- Associates degree in business, office technology, or a related discipline; OR any combination of training and proven experience as an executive assistant in high-level executive level support role.
- 5 years of increasingly responsible experience and a demonstrated track record of accomplishment in an educational or corporate environment.
- Keyboard at 60 NWPM

Preferred:

- Bachelor’s degree in business administration, communications, office support, or a related discipline.
- Microsoft Office Specialist-Expert or Microsoft Office Specialist-Master certification.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

LEADERSHIP

1. Create and sustain a supportive College culture that engages employees, recognizes diversity, ensures equity, promotes inclusion, and creates a sense of belonging by fostering an environment of teamwork, accountability, communication, and mutual respect.
2. Coordinate all activities related to the planning, execution, and follow-through required from meetings of the College’s Board of Trustees and of the Saints Foundation.
3. Serve as a customer-service point-of-contact liaison for Trustees and Foundation Directors that have questions/concerns related to Board operation or in need of technical support.
4. Advise the President on matters relating to effective operation of the President’s office; developing strategic initiatives to guide continuous improvement.
5. Support and coach Executive Assistant support employees on matters relating to their employment.
6. Coordinate with Executive Assistant Support Team to ensure College’s Senior-level Team has the resources needed to accomplish daily activities and the College’s strategic initiatives.
7. Plan and execute College-wide events and special projects/activities assigned by the President.
8. Serve as an advocate for employees by listening and sharing their perspectives with appropriate administrative personnel.
9. Represent the College at various community, civic, professional meetings, and conferences, as directed by the President.
10. Act as a Freedom of Information Act (FOIA) officer for the College.
11. Serve as an expert advisor for all inquiries related to the Illinois Open Meetings Act (OMA); Ensure all Board meetings adhere to OMA rules and guidelines.
12. Provide Notary Services for the College.



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ADMINISTRATION/MANAGEMENT

1. Oversee the day-to-day operation of the President's Office, ensuring individuals receive excellent customer service with all interactions.
2. Serve as the primary point of contact for internal and external stakeholders on all matters pertaining to the President, including those of a highly confidential or critical nature. Research, prioritize, and execute appropriate responses to inquiries using policy, procedure, rules, judgement, and discretion.
3. Respond to communications (voice, electronic, written), as directed by the President.
4. Prepare Board Books and supporting materials.
5. Maintain the Board Policy Manual, Administrative Policy Manual, and Shared Governance Manual.
6. Assist the President with the operation of all shared governance councils and teams.
7. Create complex documents, memoranda, reports, forms, and presentations.
8. Review incoming communications and compose responses, as appropriate.
9. Prepare documents, support information, and minutes for meetings.
10. Edit documents to ensure accuracy, completeness, conformance to standards, and appropriate tone.
11. Manage the President's calendar and contact lists.
12. Coordinate travel arrangements, develop itinerary, and ensure expense reports are completed according to procedure.
13. Screen incoming calls, route accordingly, ensuring follow-through and resolution.
14. Greet and direct visitors, employees, and the public.
15. Execute practices associated with performing database-driven activities (e.g. Colleague, CROA, Raisers Edge, Blackbaud, Alumni Management, etc.).
16. Assist with activities associated with grant, scholarship, and tuition management.
17. Maintain official records related to contracts, affiliation agreements, and memoranda of understanding.
18. Ensure security and confidentiality of all personnel and student records.
19. Inform employees of College policies, procedures, and programs, through such means as orientation sessions, website maintenance, college intranet (i.e. MYSCC), social media posts, memos, various meetings, and the use of informational employee communications.
20. Support other Departments by communicating Presidential directives and providing information needed for reports.

ACCOUNTABILITY

1. Work through the College's shared governance process to review and modify policies, procedures, guidelines, and practices to improve performance, maintain compliance, and/or align with widely accepted best practices.
2. Promote an evidence-based culture of accountability which guides innovation, implementation of best practices, and continuous quality improvement of President's Office operations.
3. Establish performance standards for services provided by the President's Office.

FISCAL

1. Develop and manage the President's Office Department budget.
2. Assist other Departments with budget and purchasing activities requiring Presidential approval.
3. Assist with the management of financial activities associated with the Saints Foundation.
4. Manage risk by monitoring conditions, events, and circumstances present through the performance of the essential functions of this job.
5. Implement policy and procedures used in emergency and/or crisis management situations.

OTHER

1. Perform other related duties which may be required by the President (i.e. duties that may not be specifically listed in the class specification or position description, but are generally within the occupational series and responsibility level associated with the employee's class of work).
2. Work Monday thru Friday, during normal business hours; must attend all Board of Trustee and Foundation Board of Directors meetings; must be able to periodically work outside of normal work hours to meet project deadlines, and/or attend meetings designated by the President.



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SKILLS & ABILITIES include the following:

- Maintain and secure confidential information in all of its forms.
- Demonstrate integrity, discretion, and ethical behavior in handling confidential information.
- Excellent verbal and written communication skills, with exceptional attention to detail.
- Excellent interpersonal and negotiation skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Ability to work independently with minimal supervision.
- Ability to adapt to the needs of the organization and employees.
- Ability to prioritize tasks and flexibility to adapt to evolving priorities in a fast-paced environment.
- Proficient with Microsoft Office Suite or related software.
- Proficiency with (or the ability to quickly learn) QuickBooks Professional.
- Proficiency with (or the ability to quickly learn) the Raiser's Edge CRM software.
- Proficiency with (or the ability to quickly learn) the College's Banner/Colleague ERP system.

SUPERVISORY RESPONSIBILITIES

Student Workers

CUSTOMER SERVICE STATEMENT

Consistently performs duties with concern, courtesy, and respect for all persons in a prompt and timely manner. Must work cooperatively with students, employees, and community members and be sensitive to issues of student and employee diversity. Consistently exhibits responsiveness to others in the organization at all levels and responds to requests for assistance from students, staff, and community members in a helpful and timely manner.

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.

Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position to position. Lifting items up to 20 pounds in weight.

Sitting for prolonged periods of time.

WORK ENVIRONMENT

Work is primarily in an office/school environment. Noise levels usually are moderate.