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JOB FAMILY CONCEPT

This family consists of three levels of executive administrative support work reporting to a Chancellor, Provost, Vice Chancellor or Vice President. Positions in this family are charged with exercising a high degree of tact, diplomacy and integrity when representing the executive in matters that are by nature highly confidential or sensitive. Levels are distinguished by the scope of the executive's unit, the complexity of the work, the degree of autonomy and decision making, and the extent of the position's organization – MAU or system wide impact. This job family is distinguished from the Administrative Generalist family by the primary responsibility of providing direct, high-level executive administrative support to a senior member of the University's Executive Management. (Chancellor, Provost, Vice Chancellor, Vice President). It is distinguished from the Administrative Specialist family by the absence of program and/or project responsibility as the primary function. It is distinguished from the Administrative Management family by the absence of unit management and responsibility for managing the broad range of functions typical of that family.

TYPICAL FUNCTIONS

The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.

- Provide complex, highly responsible administrative support to executive
- Interpret and apply policies and directives
- Exercise judgment to solve or handle unusual problems consistent with executive's objectives, past practices, and policies
- Participate in planning and policy meetings, and assist in development, implementation and administration of policies and procedures
- Manage highly sensitive and confidential information for executive
- Investigate issues on behalf of executive and develop appropriate responses
- Direct matters to appropriate individuals for action or follow-up
- Respond to inquiries or complaints which may have institution-wide impact
- Serve as a representative and attend meetings on behalf of the executive
- Provide interpretation or explanation of executive's policies or viewpoints
- Serve as a liaison between departments and/or units reporting to the executive
- Serve as a liaison between executive, the institution, and external companies, government agencies, or other organizations to transmit or request information
- Commit the department or institution to a course of action consistent with executive's viewpoints and policies and within delegated authority
- Prepare background information in preparation for commitments
- Approve and process administrative and financial paperwork on behalf of executive, within delegated authority



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- Develop, monitor, and manage (or track) budget
- Gather, analyze and present data
- Monitor project progress and coordinate follow up activities
- Prepare and edit special and/or periodic reports
- Coordinate executive's special events
- Coordinate logistical and administrative support for the office, councils, committees, and other groups or programs
- Review, prioritize, and respond to mail, email and other correspondence
- Screen executive's phone and in-person visitors
- Organize and expedite flow of work through executive's office
- Compose and format correspondence for signature
- Arrange and/or delegate executive's travel and procurement
- Develop, maintain and manage confidential filing and recordkeeping systems
- Coordinate administrative functions, logistics, activities, programs and services of office
- Manage operational and administrative office activities
- Maintain executive's calendar and establish executive's or office priorities
- Develop and implement office administrative policies and procedures
- Supervise administrative support staff

LEVELS AND COMPETENCIES

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, the scope, complexity, and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions.

Level 1

Grade:

PCLS:

Descriptors

Work is performed under administrative supervision. Incumbents at this level receive guidance and direction from the executive in setting objectives and determining resource availability. The incumbent consults with the executive in developing deadlines, projects and work to be done. Incumbents perform non-standard, varied administrative and clerical duties that are moderate in scope* AND/OR complexity*, including: scheduling meetings and calendaring events, drafting correspondence; gathering information and recommending course of action; creating and maintaining budgets; and coordinating travel and special events. May supervise** office staff. Attend meetings with executive and relay information to appropriate stakeholders. The level of independence and decision making of this position primarily affects the executive's organization and day to day activities, and has minimum MAU or system wide impact. This level is distinguished from higher levels by limited decision making authority, impact of decisions, degree of supervision received, and performance of tasks that are moderate in scope* and complexity*.



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Knowledge, Skills, and Abilities

Strong knowledge of administrative office procedures. Strong computer and organizational skills. Moderate fiscal skills. Communication, analytical, leadership and problem solving skills. Ability to supervise** and motivate employees, and coordinate office functions. Ability to adapt to University systems, situations, activities and processes. Ability to interpret policies, procedures and regulations. Ability to maintain confidentiality. Ability to make sound recommendations. Ability to be objective and provide impartial advice. Ability to clearly articulate information. Ability to work effectively both as a member of a team and independently. Ability to be flexible when unknown situations arise. Ability to gather, extract, decipher, and analyze information with tact and diplomacy. Ability to provide a clear and concise synopsis of situation. Ability to effectively coordinate events and travel.

Education and Experience

High School graduation and 3 years relevant experience, or an equivalent combination of training and experience. Associate's Degree preferred.

Level 2

Grade:

PCLS:

Descriptors

Work is performed under general direction. Perform complex administrative duties that are large in scope* **OR** complexity*. Level of decision making and independence has moderate impact on the MAU or system. Serve as confidant and provide high-level administrative support to the executive. Function as liaison between executive and the organization, University, the community, and external agencies and constituencies. Coordinate executive's schedule and calendar, and prepare support documents for meetings. Initiate and arrange meetings for executive. Articulate reason for meetings to participants. Follow up with meeting participants to monitor progress of assigned tasks. Gather, extract, decipher and analyze information to determine meeting necessity, course of action, or to direct matters to other appropriate individuals. Supervise** office support staff and coordinate functions of department. Create, maintain and track budget. May create reports for executive and other departments as needed. Monitor and advise the administrative and/or financial operations within the unit. Coordinate all aspects of special events. Prepare and distribute correspondence, which may be sensitive or highly confidential. Arrange and schedule executive's travel and meeting logistics. Develop, manage and maintain specialized filing systems. Serve as program assistant for new or special programs, which may include administrative tasks, travel and logistics. Attend meetings on behalf of executive; summarizes issues that require attention. Coordinate special projects and prepare special reports. Receive and review complaints, grievances, and appeals and may prepare response with executive's guidance. May participate in the strategic planning process. Positions at this level have authority to make decisions and recommendations based on past practices and policies of the executive. This level is distinguished from Level 1 by increased responsibility and greater independence in performing complex tasks and making decisions that have moderate impact on the MAU or system.



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Knowledge, Skills, and Abilities

Same as level one, plus: Knowledge of University regulations, policies, procedures and practices. Substantive knowledge of department and institution activities. Knowledge of human resources process and procedures. Knowledge of specialized filing systems. Knowledge of grievance and appeal process. Advanced knowledge of University funding process, regulations and policies. Excellent communication and computer skills. Excellent analytical and problem solving skills. Leadership skills. Budget management skills. Organization and prioritizing skills. Ability to make sound recommendations for complex* issues. Ability to operate with a high degree of independence, autonomy and responsibility while performing complex* and varied tasks. Excellent public relations and administration skills. Ability to mediate conflict.

Education and Experience

Associate's Degree and 4 years progressively responsible office/administrative experience or an equivalent combination of training and experience.

Level 3

Grade:

PCLS:

Descriptors

Work is performed under general direction. Serve as an Executive Assistant to the highest level executive at the MAU. In this role, assignments and interaction with the University and communities are increasingly complex. Position deals with the most confidential and highly sensitive situations and performs tasks that are large in scope* AND complexity*. Monitor and advise the administrative and financial operations within the unit. Serve as a member of the executive's cabinet and organize and support all aspects of the meetings. Manage, organize, communicate and provide the first review for faculty/staff/student formal grievances and appeals and may coordinate with Labor Relations or General Counsel. Initiate an investigation and provide recommendations to executive on appropriate course of action and prepare response with executive's guidance. Mediate conflict, respond to complaints, and maintain accurate and complete records for these processes. Independently assess situations, recognizes action to be taken, and articulate the executive's vision for the MAU. Determine where the executive's presence would be beneficial and at the same time create a positive image. Obligate the executive to events. Participate in high profile community events. Review requests for the discretionary funding, serve on funding committee, and make funding recommendations to the executive. Review and analyze management reports, and provide synopsis to the executive. Initiate, prepare and review speeches for the executive. Participate in policy creation and direction setting for the executive's office and the University. Authorized to commit the executive or University to a course of action, in line with applicable rules, regulations, procedures and/or executive's policies and viewpoints. Assist executive in annual evaluations of direct reports. Review, and may provide recommendations on, sabbatical leave requests, promotion/tenure, annual evaluations and other related faculty processes. Level of decision making and independence has a wide impact on the MAU. This level is distinguished from lower levels by assisting the highest level executive at an MAU, and having the greatest degree of independence and autonomy, the broadest scope, complexity, and impact of decision making.



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Knowledge, Skills, and Abilities

Same as level two, plus: Knowledge of University academic process. Advanced knowledge of grievance and appeals process. Advanced knowledge of Alaska government relations. Extensive human resources and labor relations knowledge. Advanced knowledge of complaint resolution processes. Advanced leadership, persuasion and conflict resolution skills. Ability to understand and participate in planning processes.

Education and Experience

Associate's Degree and 5 years progressively responsible office/administrative experience or an equivalent combination of training and experience.

- * **Complexity:** Refers to higher level interpretation of and diversity of rules and regulations (e.g. Federal, State and University policies and regulations, state statutes and laws, funding sources, and contracts). Complexity increases as the application, interpretation, and frequency of working with these rules and regulations increases. Complex positions typically more frequently deal with highly sensitive confidential situations and work with external constituencies, multiple departments, faculty, and campuses. Complexity increases as positions more frequently work with these entities and this type of information. Complexity also increases as tasks and area of knowledge and expertise become increasingly varied and diverse.
- * **Scope:** Refers to the impact that a position has on the University or those it impacts, or the size of the organization. Scope also refers to the impact of recommendations or decisions a position has on policies and programs. Positions with large scope impact the entire MAU or the University system.
- ** **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Fluent in assigned area of responsibility.
- ** **Supervise:** Hire, train, evaluate performance, and initiate corrective action.