

POSITION DESCRIPTION

Position descriptions are the foundation for recruiting, classification decisions and performance evaluations. A position description is maintained in Human Resource Management for all staff and management employees describing current job duties and responsibilities. Position descriptions should be updated as needed to reflect current duties and submitted to Human Resource Management for review. New employees should review and discuss their position description with their Appropriate Administrator.

Action Requested: *Organizational Chart required for all actions.*

- Review of a new or vacant position
- Initiate a classification review
- Update an existing position description (no review requested)

Name of incumbent (if filled position): Jacqueline White		
<i>If vacant, name of previous incumbent:</i>		
Working Title: Executive Support Coordinator		
Classification Title: Confidential Office Support III		
Department Name: Office of the President		Division: Office of the President
Appropriate Administrator/Supervisor Title: Deputy Chief of Staff		
Position Number: 00002659	Job Code: 1170	Grade Level: 3
Time Base: 1.0	FLSA Status: Non-Exempt	

Position Summary: *In a few sentences, briefly describe the primary function of the position.*

Under general direction of the Deputy Chief of staff, the Executive Support Coordinator's primary responsibility is to be the first point of contact for all Office of the President in-person guests and callers while providing executive-level support to the Chief of Staff, Executive Director of Strategic Engagement and Resource Acquisition, and Presidential Aide. This includes oversight and logistical leading of large, high-level group meetings and events for the executives they support independently or in collaboration with Ceremonies & Events. Additionally, the Executive Support Coordinator is responsible for the President's Concur travel requests and expense reports, auxiliary and procurement credit card reconciliations, meeting notes, briefing binders including but not limited to travel, and CSU System Trustee and Leadership meetings.

Major Duties:

Describe the major responsibilities assigned to this position (typically 5 to 7) listing them in order of importance. Indicate the approximate percentage of time spent in each area of responsibility, estimated over a year timeframe (Minimum of 5% for a given duty. Primary responsibilities should represent the majority of the time allocation, with the total equaling 100%). Miscellaneous or other duties should be 5%.

Indicate duties, which are "essential functions" by checking the Essential Function box in the right column.

The Americans with Disabilities Act (ADA) provides that there shall not be a barrier to employment for an otherwise qualified disabled individual who is able to perform the "essential functions", which is intrinsic to the work. A function may be essential because 1) the position was established to perform the function; 2) a limited number of employees are available to perform the function; and/or 3) removing the function would fundamentally change the position. (Example: A receptionist must be able to respond to in-person, telephone and electronic inquiries).

Description of Duties	% of Time Total = 100	Essential Function
Provide complex executive-level confidential support for the Office of the President's Chief of Staff, Executive Director of Strategic Engagement and Resource Acquisition, and Presidential Aide. Represent the Office of the President internally with excellent customer service, managing consistent front office support, including welcoming high-ranking visitors and answering calls to identify the purpose of their visit/call before directing them to the appropriate person and/or department, responding to and referral of	70%	<input type="checkbox"/>

inquiries, and evaluating the urgency.

Manage the Chief of Staff's and Executive Director of Strategic Engagement and Resource Acquisition's calendars, including making appointments and prioritizing the most sensitive matters.

Serve as backup Operations/HR Liaison in their absence, including complex executive-level confidential support for the Deputy Chief of Staff and Presidential Spouse.

Coordinate and schedule meetings on behalf of the Chief of Staff and Executive Director of Strategic Engagement and Resource Acquisition, developing meeting agendas, distributing materials, and managing other logistics as needed.

Coordinate Office of the President's responses to complaints and grievances. Responsible for intake from in person guests or via phone (faculty, staff, students, and external constituents), routing to the appropriate division, or the Deputy Chief of Staff and Presidential Aide for review and delegation to the appropriate division. Establishes and maintains a repository for said complaints and grievances and keeps records of the individual receiving a response, date, content, etc.

Coordinate with the Operations/HR Liaison to ensure backup information has been communicated during absences.

Work collaboratively and flexibly with the Operations/HR Liaison to ensure a smooth flow of daily work and office coverage.

With the Deputy Chief of Staff, Presidential Aide, and Operations/HR Liaison, support orienting, training and cross-training student assistants, including professional development opportunities and delegating tasks and follow-up to ensure the tasks are completed correctly and timely.

Track progress on all responsibilities and ensure deadlines are met.

Understands thoroughly university and system policies and procedures related to division operations to ensure all actions performed are in compliance, including those on behalf of managers.

Submit facilities work orders and track until completion.

Schedule conference rooms and/or online meetings, order catering services that include allocating payment procedures for on and off-campus meetings and conferences, reserve parking for external guests, connect meetings to the required technology needs in support of Cabinet, Executive Cabinet, and Office of the President meetings for the President, Chief of Staff, and Executive Director of Strategic Engagement and Resource Acquisition.

Oversees and manages the President's daily meeting notes, briefing binders including but not limited to travel, and CSU System Trustee and Leadership meetings. Additionally manages the President's Concur travel requests and expense reports, auxiliary and procurement credit card reconciliations, with careful evaluation to ensure compliance with university and system policies and procedures.

Support a clean and safe work environment by organizing and managing common spaces like the kitchen, breakroom, lobby, and conference rooms, including post-meeting clean-up of leftover catering, tables, counters, etc.

Coordinate and process travel arrangements, including paperwork/Concur, requests, and expense claims for the President, Chief of Staff, Executive Director of Strategic Engagement and Resource Acquisition.

Format and may compose routine correspondence.

Supports planning and logistics for on and off-site meetings, retreats, special projects, and events for the President, First Lady, President's Cabinet/Executive Cabinet, Chief of Staff, Executive Director of Strategic Engagement and Resource Acquisition, Deputy Chief of Staff, and other groups as required, including but not limited to CSU Trustees, elected officials, and other high-level stakeholders.

Make recommendations to the Deputy Chief of Staff and Operations/HR Liaison on process improvements.

Manages use requests for the President's Office conference rooms.

Reconcile P-Card statements for the President, Chief of Staff, Executive Director of Strategic Engagement and Resource Acquisition, and Presidential Aide, routing for approvals and submitting to Procurement without delay.

Reconcile Auxiliary-Card statements for the President, Executive Director of Strategic Engagement and Resource Acquisition, and Presidential Aide, routing for approvals and submitting to Procurement without delay.

Update division and appropriate manager calendars when staff are scheduled out of the office.

Assists the Deputy Chief of Staff and Operations/HR Liaison with State and Foundation budgets and expenditure tasks for the Office of the President, including tracking expenditures and coordinating payments.

Assist with special projects that support the operations and assignments of the Office of the President that help further advance institutional goals and objectives.

<p>Primary responsibility for tracking the status of incoming and outgoing documents, mail, and correspondence, including sensitive and confidential personnel and other matters such as grievance responses and other confidential information which contributes significantly to the development of management positions with respect to meeting and conferring. Ensures procedures used in the collection and compilation of confidential documents and correspondence do not compromise the sensitivity of the information.</p> <p>Assist with receiving and distributing documents, mail, and correspondence to the Office of the President. Categorizes and prioritizes responses as needed. Works independently and uses initiative to prepare responses for signature in addition to gathering background information to assist with office administration support.</p> <p>Maintains and archives accurate office records and files for retrieval when information is needed or needed.</p>	25%	<input checked="" type="checkbox"/>
Other duties as assigned.	5%	<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

Changes in position: *If this is an existing position that you believe has changed, what specific duties or responsibilities have been changed, added to, or removed since the position was reviewed previously or since the incumbent was assigned?*

Revised responsibilities; substantial administrative office and coordination duties.

Physical Effort: *Indicate the type of physical effort which is essential to the position activities:*

Sedentary Work - involves mainly sitting; walking and standing are minimal; involves lifting light weight objects limited to 15 pounds.

Environmental Factors: *Indicate the type(s) of environmental factors which are essential to the position activities:*

<input checked="" type="checkbox"/> Inside (Typically Office Environment) Frequency: Constantly - Essential	<input type="checkbox"/> Extreme Temperature (hot/cold) Frequency: Choose an item.	<input type="checkbox"/> Elevated Work (Raised platform/scaffold) Frequency: Choose an item.
<input checked="" type="checkbox"/> Outdoor Frequency: Choose an item.	<input type="checkbox"/> Hazards Frequency: Choose an item.	

Supervision Received: *Indicate the level of supervision received by the position from the Appropriate Administrator.*

General Direction - general control over administrative aspects of work; plans and organizes methods for completing tasks and managing responsibilities; makes decisions which have a wide impact on the work of others or the work unit.

Supervision Exercised: *Indicate the type of supervisory responsibilities that are associated with the position.*

No responsibility for supervising the work of others.

Specialized Materials: *The position may require the use of the following equipment, machinery, tools, vehicles or office equipment:*

Use of standard office equipment and the full range of office support technology and software packages such as word processing and spreadsheets.

Special Working Conditions: *List any overtime requirements, 24/7 on-call, work schedule, etc.*

Knowledge, Skills, and Abilities:

-Excellent communication skills, organizational skills, and ability to manage multiple tasks simultaneously with ability to anticipate needs

of senior level managers.

-Ability to analyze and find solutions to problems, work independently with only general direction and use sound judgment and discretion in representing the senior level managers.

-Ability to interact effectively at the highest level within and outside the university,

-Skilled in utilizing standard office procedures and practices; expertise in operating standard office equipment, including personal computer, fax machine, and copy machines, and proficiency in Microsoft office software (Word, Excel, Outlook, PowerPoint).

- General written and oral communication skills, including a foundation of English grammar, spelling and punctuation; an ability to understand general office procedures; an ability to operate standard office equipment; and an ability to perform basic arithmetic.

Experience and Education:

High School diploma or its equivalent.

Six (6) years of progressively responsible experience in general office or secretarial work including previous experience working in an executive office, Demonstrated experience working with sensitive and/or confidential information and documents.

Preferred Qualifications and/or Specialized Skills and Abilities: (if none, write N/A):

Bachelor's degree or equivalent from an accredited institution

Knowledge of the university infrastructure and policies and procedures.

Signatures (Acknowledgement that the information is accurate)

Name of Employee: Jacqueline White	Signature: <u>Jacqueline White</u> Jacqueline White (Aug 15, 2024 13:24 PDT)	Date:
Name of Supervisor/Dept. Manager: Susan Sanders	Signature: <u>SMS</u> Susan Sanders (Aug 9, 2024 14:07 PDT)	Date:

For HR Use Only

Classified By: Ahana Holby Date: 07/15/24

- General Reporter Limited Reporter Background Check Fingerprints Physical Exam
 Driver's License Conflict of Interest MPP Job Code _____