UNIVERSITY OF SOUTHERN CALIFORNIA

Special Assistant to Presidential Chief of Staff

Job Code: 111060

Grade: 00
OT Eligible: No
Comp Approval: 5/21/2014

JOB SUMMARY:
Serves as special assistant for the presidential chief of staff and president’s spouse. Participates in short and long-range planning for president’s office. Supervises subordinate staff and has responsibility for managing, planning, coordinating and implementing programs, projects, events, and activities for the administrative operations of the president’s office. Acts on behalf of chief of staff exercising discretion and independent judgment while assuring and providing critical, high-level support to optimize chief of staff’s time. Reports to chief of staff and acts as principal staff advisor to chief of staff concerning administrative matters.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

Serves as special assistant for the presidential chief of staff and president’s spouse. Supervises subordinate staff and has responsibility for managing, planning, coordinating, and implementing programs, projects, events and activities of significant complexity for the administrative operations of the president’s office including resolving complex office problems referred by others; developing and maintaining electronic information systems; overseeing coordination of facilities and space planning for operations and staff reporting to chief of staff; overseeing records and filing systems; overseeing the establishment and maintenance of chief of staff’s calendar; and overseeing chief of staff’s travel arrangements.

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.

Assesses staff development needs. Promotes staff participation in educational opportunities and activities.

Participates in the development of internal policies and procedures. Coordinates integrated planning and processes such as administration, safety, contingency, growth, space, disaster, finance, etc. ensuring compatibility with university policies. Examines workflow and revises processes to improve efficiency, as needed. Interprets policies and procedures. Ensures adherence to policies and procedures and provides interpretation as needed.

Serves as key advisor to and acts on behalf of the chief of staff providing critical and high-level support to optimize chief of staff’s time. Provides advice, interpretation and information to chief of staff on issues related to the university and the operations, relations and priorities of the president’s office.

Develops, manages, plans, coordinates and organizes special and/or confidential projects and activities to meet objectives on behalf of the chief of staff. Sets goals, establishes and communicates priorities and performance standards, manages resources, develops concepts and approaches, and reviews projects progress and results. Assesses operations based on certain criteria. Researches, gathers, organizes and summarizes data for reports. Analyzes data for trends or conclusions and presents results and recommendations to chief of staff. Forms ad hoc committees and monitors progress toward completion of assigned tasks.
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Resolves issues and requests referred to president’s office by faculty, staff, or students. Meets with concerned parties to discuss requests or complaints and determines best course of action for effective resolution.

Oversees and manages the establishment, monitoring and coordination of the chief of staff’s calendar for meeting or event commitments. Collaborates with chief of staff in determining the priorities for the calendar in addition to coordinating the efforts of other presidential staff engaged in scheduling the chief of staff’s time. Determines information and scheduling requirements. Researches information in preparation of calendar. Alerts chief of staff of appointments needing to be rescheduled and future key appointments. Ensures existing appointments are rescheduled as deemed appropriate. Oversees maintenance of chief of staff’s directory.

Liaises to the president’s spouse for university and social functions. Works with president’s spouse to ensure her personal stamp of style is considered for all official and social scenarios. Liaises to the director of presidential events and the event coordinator. Coordinates event briefings to ensure the president’s spouse is informed and engaged.

Manages, plans, and coordinates chief of staff’s confidential mailings of memoranda, documents, proposals, speeches personal correspondence, agendas, etc. Oversees arrangements for courier deliveries and mailings.

Acts as liaison between chief of staff and his subordinates for communicating information, assignments, priorities and special requests. Monitors status of pending items and follows-up, as needed.

Acts as liaison between chief of staff and confidential or high-profile contacts outside of the Office of President. Assists with overseeing the overall coordination of activities with offices of officers and senior management, board of trustees, political and civic leaders, major donors and other public and private contacts, etc. Provides information and administrative assistance to board of trustees, officers, and senior management through specialized service departments, as needed.

Develops, implements, and maintains effective electronic information systems for chief of staff. Develops, implements, and maintains chief of staff’s filing system. Develops, implements and maintains event and meeting request log.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with university Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university’s crime prevention and suppression programs and services. Ensures dissemination of security related information to staff. Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential:  
[ ] No  
[ ] Yes  

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.
JOB QUALIFICATIONS:

Minimum Education:
- Bachelor's degree
- Combined experience/education as substitute for minimum education

Minimum Experience:
- 5 years

Minimum Field of Expertise:
- Administrative experience in a busy multi-faceted office. Demonstrated interpersonal, organizational and communication skills.

Preferred Education:
- Master's degree

Skills: Other:
- Analysis
- Assessment/evaluation
- Coaching
- Communication -- written and oral skills
- Conflict resolution
- Counseling
- Customer service
- Human resource process and employment knowledge
- Interpersonal skills
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Networking
- Organization
- Planning
- Problem identification and resolution
- Project management
- Public relations
- Research
- Scheduling
- Staff development
- Teaching/training

Skills: Machine/Equipment:
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

Supervises: Level:
Supervises employees and/or student workers.

**Supervises: Nature of Work:**

- Administrative
- Clerical/Secretarial
- Professional/Paraprofessional
- Technical

**SIGNATURES:**

Employee: ___________________________  Date: ___________________________

Supervisor: ___________________________  Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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