

**San Jose/Evergreen Community College District  
Confidential Job Description**

**Position:** Chancellor's Office Assistant – Confidential

**Department:** Chancellor's Office

---

---

**POSITION PURPOSE**

Under general supervision, the Chancellor's Office Assistant – Confidential provides responsible, confidential, and efficient clerical and receptionist support to the Chancellor's Office; greets and interacts with District members, faculty, students, staff and the public visiting or contacting the Chancellor's Office; relieves other support personnel of routine day-to-day details of the Chancellor's office operations; and performs other duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Chancellor's Office Assistant is the entry level in the confidential administrative and operational support series and is distinguished from the Administrative Assistant – Confidential in that an incumbent in the latter class works with a higher level of independence and has more specialized knowledge of the Chancellor's Office processes and procedures required to provide administrative support and process financials.

Incumbents assigned to the classification are exposed to sensitive collective bargaining information and materials during the negotiating process and are designated as a confidential classification.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below exemplify the work of the classification and assigned duties may include work that is similar, related or a logical assignment to this class.

1. Greets, directs and provides general information to visitors including executives, students, faculty, staff and the public; provides informational and technical assistance and information in person, over the phone and via electronic communications; answers the Chancellor's Office and District main lines, screens visitors and telephone calls and directs to appropriate resources; provides information regarding District programs, services, policies, procedures and requirements and responds to sensitive complaints from the public, students, faculty and staff.
2. Performs a variety of general clerical duties in support of the Chancellor's Office including composing and/or typing memoranda, correspondence, reports, marketing materials, spreadsheets, forms and other documents; inputs statistical and basic financial data into an assigned computer system; maintains automated records; generates computerized lists and reports as requested.
3. Maintains physical and electronic records, filing systems and requests including employment, personnel and financial records; archives files following defined processes and procedures.
4. Maintains and updates specialized and custom forms, databases, logs, files, records and reports to support technical work processes in areas of responsibility; develops and maintains spreadsheets requiring data interpretation and manipulation.
5. Receives, sorts and distributes mail to the Chancellor's Office; handles highly confidential material, correspondence, personnel files and documents; reviews and proofs documents, records and forms for accuracy, completeness and conformance to applicable rules and regulations; prepares and distributes informational packets and bulk mailings.
6. Maintains calendars of department rooms, activities, meetings and various events; assists in scheduling meetings between District members, Board of Trustees, political leaders and other

community members; prepares the Board Room for Board meetings including organizing Board binders and other documents used during meetings; assists with special events and meeting logistics including ordering food, audio-visual equipment, setup and cleanup; may assist with other meeting and event logistics including coordinating student workers.

7. Processes travel forms and reimbursement requests for the Chancellor and Board of Trustees; assists in organizing travel arrangements; prepares timesheets for Board members including Student Trustees; routes timesheets for approval and communicates with payroll for payment using electronic system.
8. Assists in processing invoices; assists in monitoring, ordering, receiving and maintaining inventory of office supplies.
9. Provides backup to other department staff as needed.
10. Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Principles, practices and techniques used in customer service, public relations and community outreach.
2. Basic principles and procedures of recordkeeping and reporting.
3. District payroll and general accounting systems operations, practices and procedures at a level appropriate for the assigned duties.
4. Basic math and accounting practices.
5. District policies, procedures and rules regarding purchasing and travel/training and expense reporting at a level appropriate for the assigned duties.
6. Federal, state and other applicable laws and regulations and District policies and procedures including applicable sections of the California Education Code, Title 5, Family Educational Rights and Privacy Act (FERPA).
7. Practices and techniques of sound business communication; correct English usage, including spelling, grammar and punctuation.

### **Skills and Abilities to:**

1. Provide excellent customer service to all who contact the Chancellor's Office.
2. Communicate effectively, both verbally and in writing, with faculty and staff, students, and community members.
3. Interpret, apply and explain administrative rules, regulations, policies and procedures.
4. Maintain confidential and administrative records and files.
5. Assist in coordinating special events, meetings and administrative projects.
6. Understand, interpret, explain and apply applicable rules, regulations, policies and procedures, laws, codes and ordinances applicable to the assignment.
7. Establish and maintain cooperative and effective working relationships with others.
8. Operate a computer, assigned office equipment and standard business applications.

### **Education and Experience:**

1. Graduation from high school or GED supplemented by specialized training or college- level course work.

2. Two years of increasingly responsible experience in an administrative support role.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

### **WORKING ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, subject to frequent interruption and to intermittent exposure to individuals acting in a disagreeable fashion. The employee may be required to travel to locations other than the assigned work site, and occasional evenings, holiday and/or weekend work may be required.

#### **Physical Demands:**

While performing the duties of this class, employees are primarily in a stationary position and are required to move about the office to access office machinery, files, etc.; perform constant operation of a computer and other communication and office equipment; observe details at close range; and move or lift up to 10 pounds.

#### **Mental Demands:**

While performing the duties of this class, employees are regularly required to accurately communicate information and other ideas so that others will understand using written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work independently and under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work.

Board Approved: December 9, 2025  
Salary Range: C-80  
EEO Category: 2B4 – Secretarial/Clerical