

POSITION DESCRIPTION

Position Title:	Executive Assistant for Tower Foundation Business Operations
Department:	Tower Foundation of San José State University
Reports To:	Chief Operating Officer
Hiring Range:	\$35.00 - \$40.00 / hour
Exempt Status:	Non-Exempt, Full-Time Benefited

POSITION PURPOSE

Reporting to the Chief Operating Officer (COO) of the Tower Foundation, the Executive Assistant provides support to the COO and serves as the primary point of contact for foundation business operations and may include support for University Advancement Operations. In addition, the Executive Assistant provides administrative and project support to the Tower Foundation operations management team (Controller and Human Resources Manager) to optimize departmental efficiency.

The incumbent works independently to perform complex administrative and analytical functions. The position supports compliance and contract tracking as well as project management for the business operation of the Foundation. This role requires an understanding of administrative operations to support efficiency, compliance, and a strong culture of customer service.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

1. Executive Support | 65% of Time Annually

- **Executive Support:** Manage the calendar, travel arrangements, and commitments for the COO to ensure deliverables and deadlines are met.
- **Internal Communications:** Draft, edit, and proofread sensitive correspondence, presentations, and reports. Manage and prioritize incoming communications, exercising strong discretion and diplomacy when engaging with senior administration, campus partners, and board members.
- **Foundation Communications:** Draft communications and training tools for the Foundation website and campus partners to support end user access and success.
- **Information & Service:** Serve as a subject matter expert and operational point of contact for corporate documents, public records requests, and requests from San Jose State University and the CSU Chancellor's Office. Address inquiries from campus partners and Foundation vendors with diplomatic, timely, courteous, and professional communication.
- **Board Support:** In collaboration with the executive assistant to the VPUA/Foundation CEO, support the COO in planning and producing meeting materials for Board and Committee meetings. Produce financial schedules, executive summaries, slide presentations, and other information to support the committee and board governance activities.

2. Business Operations Support | 35% of Time Annually

- **Reception & Customer Service:** Serve as the primary point of contact for the Tower Foundation business offices; greet visitors, answer and route incoming telephone inquiries, manage general email inbox, and distribute physical mail.
- **Financial Administration Support:** Assist with the routing, tracking, and filing of financial documents; prioritize and route complex inquiries regarding account balances, reporting, payment status, system access, and account creation.
- **Managerial Assistance:** Act as an administrative partner to department managers by coordinating HR interview schedules, routing financial/vendor documents for the Controller, and organizing compliance tracking files for the Grant Administrator.
- **Compliance Tracking:** Manage the Tower business operations calendar of compliance requirements, proactively sending reminders and ensuring relevant managers remain on track to meet all deadlines. Support compliance reporting and filings.
- **Project Management:** Provide project management support for process, tools, and customer service improvement initiatives. Create project plans and timelines, keep project participants and tasks moving toward successful completion.

KNOWLEDGE, SKILLS, AND ABILITIES

- **Communication & Diplomacy:** Expert-level written and oral communication skills with ability to engage effectively with executive leadership, board members, and campus partners. Strong attention to detail with an ability to maintain accuracy while performing complex work in a fast-paced environment.
- **Governance & Compliance:** Ability to research, interpret, and summarize Tower bylaws, regulations and other governing documents as well as State of California legal code and reporting requirements.
- **Discretion & Confidentiality:** Proven ability to handle sensitive information with confidentiality and discretion.
- **Organization & Autonomy:** Strong organizational skills with the ability to manage multiple competing requests, prioritize them, and propose solutions to operational problems.
- **Technical Proficiency:** Highly proficient in Microsoft Office (Advanced Word, Excel, and PowerPoint), Google Suite, and database systems like Blackbaud or Salesforce. Experience with basic website, powerform, and workflow technologies.
- **AI/Emerging Technologies:** Awareness of emerging technologies, including artificial intelligence (AI), and a willingness to develop skills in their appropriate, responsible, and ethical use in a higher education environment, consistent with institutional policies and practices.

QUALIFICATIONS

Education:

Undergraduate degree. Up to two years of relevant work experience can be substituted in conjunction with an Associate's degree.

Experience:

Four years of relevant experience.

Preferred Qualifications:

Professional training program in project management, executive support, or other relevant subject. Experience supporting an executive, board, auxiliary, or non-profit governance structure; project management experience. Experience preparing executive communications, presentations, or reports.

PHYSICAL DEMANDS & WORK ENVIRONMENT

This is a full-time, at-will position, offering comprehensive benefits. The position is designated non-exempt under FLSA and is eligible for overtime compensation. The standard schedule is Monday through Friday; however, the incumbent may be requested to work some evenings and weekends to support Board meetings and specific events. After initial onboarding, this position is eligible for partial telecommuting with onsite work on campus at San José State University.

Must be able to operate general office equipment; must be able to sit and stand for extended periods of time; some physical labor may be required and must be able to lift a minimum of 20 lbs. The physical requirements described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

APPLICATION PROCEDURE

To apply for this position, submit a resume and letter of interest to towerjobs@sjsu.edu. Employment offers are contingent upon a successful background check.

Tower Foundation is NOT a visa sponsoring organization

The Tower Foundation of San José State is a 501c3 not-for-profit auxiliary of San José State University. Tower Foundation employment is separate and distinct from San Jose State University or State of California employment. Tower Foundation is an Equal Opportunity Employer committed to nondiscrimination on the basis of race, color, religion, national origin, sex, sexual orientation, gender status, marital status, pregnancy, age, disability, or covered veteran's status, consistent with all applicable federal and state laws. Reasonable accommodations will be provided for applicants with disabilities who self-disclose.