

Job Description: Special Assistant, Initiatives

April 2022

SUMMARY

The Pacific Council seeks to hire an experienced administrative assistant for its Special Assistant, Initiatives position to manage the administrative functions needed to plan and implement the various projects and programs of the Initiatives department. This role supports the organization's mission to build the capacity of Los Angeles and California for impact on global issues, discourse, and policy. It includes speaker/program outreach, stakeholder engagement, event-logistics coordination, travel coordination, calendar management, and maintenance of the department's project management platforms and relevant stakeholder records.

The Special Assistant, Initiatives brings administrative and/or project management expertise, international affairs knowledge, and customer-service mentality to the role.

DUTIES AND RESPONSIBILITIES

Administrative support

- Organizes and expedites flow of work through the department.
- Support the creation and distribution of regular communications to stakeholders
- Support the logistical and operational needs that facilitate engagements with members
- Initiates follow-up action after internal and external meetings and email chains
- In partnership with Program Specialist, Initiatives, serve as logistical liaison with Engagement team to ensure department event and marketing needs are communicated and met
- In partnership with the Program Specialist, Initiatives, coordinate logistical needs and provides research support for Delegations and the Council's Diplomacy Initiatives.
- Supports virtual events production on Zoom and other relevant event platforms
- Assists in program budget preparation and administration. Researches costs. Handles procurement for department staff as needed. Tracks and monitors budget expenditures.
- Researches the (speaker/ global affairs industry) market and leverages personal networks to develop strategies to foster engagement with Pacific Council's programs
- Prepare subject-matter briefs for department team members
- Maintains website information including program and initiative content, graphical and multimedia displays, and communications; contributes to organization newsletter by drafting copy/materials

Record-keeping and organization

- Monitors program and project progress and updates project management tools regularly
- Gathers data for departmental reports, including relevant KPIs, and progress-to-financial goals information. Conducts preliminary data analysis.
- Manages calendars for the department, including scheduling events, organizing internal meetings, supporting the scheduling and organization of program activities, and managing calendar invitations to external stakeholders, including board and advisory committee members, event speakers and moderators, members, funders, etc.
- Builds, documents, and improves internal processes and workflows, including SOP documentation

- Manages partner data upkeep; initiates data clean-up processes and conducts necessary outreach to update records

Customer Service

- Promptly answers inquiries from members and the public about programs and initiatives
- Screens and prioritizes incoming calls on behalf of the department
- Initiates initial outreach and follow-ups with relevant stakeholders via digital correspondence and phone
- Shares program information with other staff or consultants as requested; Composes and disseminates communications to stakeholders related to programs and initiatives

REQUIREMENTS AND QUALIFICATIONS

- 3-4 years relevant experience, such as project management and / or administrative duties
- Positive “can-do” attitude, flexibility, teamwork, impeccable attention to detail, and a high degree of initiative.
- Demonstrated ability to develop and manage complex relationships across various levels and functional areas.
- Demonstrated, deep commitment to mission, core values, and our commitment to diversity and inclusion.
- Proficiency with CRMs, project management tools, Microsoft Office, Google Drive programs, Apple and PC operating systems, and Zoom
- Employee must abide by USC’s COVID-19 protocols at all times.

PREFERRED QUALIFICATIONS

- Experience working in government or other international affairs setting
- Experience with planning and hosting delegations
- Experience with coordinating travel arrangements for high-level stakeholders
- Knowledge of United Nations, Department of State, and other international affairs actors and organizational structures
- Strong organizational skills and attention to detail
- Strong writing and communication skills
- Experience in and capacity to work in a fast-paced work environment
- Ability to multi-task and manage various project elements simultaneously
- Proficiency with Salesforce

ADDITIONAL QUALITIES NEEDED

- Relationship Management: Able to cross manage their peers and supervisors against internal project deadlines and initiatives. Balance their own projects against the needs of others. Able to work independently as well as on a team. Understand urgent versus important.
- Executes to Results: Strong ability to create and execute against work plans. History of meeting goals and achieving benchmarks and holding self and others accountable. Trouble-shoot and work well with others. Ability to manage a high volume of transactions and be productive in a

fast-paced multitasked environment. Committed to process and efficiency. Must be very detail-oriented.

- Communication: Demonstrated ability to communicate clearly and effectively, both verbally and written. Good listener, empathetic team player, and flexible.
- Subject-Matter Understanding: A background or interest in international affairs and/or public policy.

COMPENSATION AND BENEFITS

- Salary range: \$48,000-\$53,500, commensurate with experience. This is a nonexempt role that is eligible for overtime.
- USC has excellent benefits, including health benefits for staff and their family with access to the renowned university medical network; eligibility for retirement plans with employer contributions after six months of employment; tuition benefits for staff and their family; free Professional Development classes; central Los Angeles location with easy access to commuter trains, buses, and free tram pick up services; discounts to sporting and other campus events.

Pacific Council overview

The Los Angeles-based Pacific Council on International Policy (pacificcouncil.org) is an independent, nonpartisan organization committed to building the vast potential of the West Coast for impact on global issues, discourse, and policy. Since 1995, the Pacific Council has hosted discussion events on issues of international importance, convened task forces and working groups to address pressing policy challenges, and built a network of globally-minded members across the West Coast and the world.

The Pacific Council's activities in Los Angeles – conferences, speaker events, task forces, working groups, and delegations – offer a forum for the creation and exchange of ideas and tools to advocate for sound global policy. The Council is governed by a Board of Directors. Dr. Jerrold D. Green serves as President and CEO.

As a West Coast organization focused on international affairs, the Pacific Council applies significant energy to making an impact through programs and projects with special resonance for our region of the world.

TO APPLY

To apply please visit <https://usccareers.usc.edu>

No phone calls, and please do not contact existing staff about this opportunity.