

## EXECUTIVE ASSISTANT I

This is administrative work serving as a management assistant in an organization that is characterized by operational programs that are varied. Positions are delegated some responsibility for programmatic/administrative functions that may extend to the entire scope of operational activities. This responsibility involves a research, problem-solving, planning and implementation role requiring a substantive knowledge of diverse programs and requiring decision-making that may impact overall operations. Positions function with considerable independence except in situations where technical, legal, or administrative complexities of the program require direct involvement of the manager. Positions also have the authority to delegate certain duties to subordinate staff or to other positions within the organization. Work requires contact with program staff, management of other units within the organization, representatives of other state agencies/universities, clients, service recipients, elected/appointed representatives, and the public. Public contact is a fundamental responsibility of these positions in providing information or obtaining concurrence, cooperation, or approval of actions when acting on behalf of the manager. Work locations include a variety of settings, an agency, division, department, university, school, or a small, autonomous operation. Employees usually supervise a support group.

### I. DIFFICULTY OF WORK:

Variety and Scope - Employees perform a variety of standardized and complex administrative functions in assisting the manager. Work activities may include serving as administrative coordinator in monitoring staff activities; office manager in designing and organizing records management and information storage and retrieval systems for program operations that may vary; staff assistant by representing the manager and serving on various committees; and/or business manager in managing various administrative or program budgets. Employees usually supervise subordinate staff.

Intricacy - Work involves researching, interpreting, and analyzing a variety of policies, procedures, and regulations in order to select the most appropriate course of action within specific procedural and operational guidelines. Work requires the completion of administrative activities that require a knowledge of programmatic and procedural requirements of the work and an awareness of the specific functions and staff assignments within the organization.

Subject Matter Complexity - Work requires considerable knowledge of the programs and activities of the organization, the goals, priorities, policies, and commitments of the manager and the operational structure. Work also requires a significant knowledge of other internal and external organizational segments with which activities must be interfaced.

Guidelines - Guidelines include a large number of written and unwritten policies, precedents, and practices which may not apply to specific cases or situations. Employees must use judgment and discretion in interpreting applying guides to unusual or novel situations.

### II. RESPONSIBILITY:

Nature of Instructions - Manager defines the overall objectives and priorities of the work and consults with employees on special or more complex work assignments. Employees plan and carry out the administrative work of the office and handle problems and deviations in accordance with established instructions, priorities, policies, commitments, and program goals of the manager.

Nature of Review - Work is performed with considerable independence, but is reviewed periodically to ensure that administrative details are carried out in accordance with objectives and work priorities of the manager.

Scope of Decisions - Work affects a wide range of activities and operations internal to the organization for which the manager is responsible, including subordinate units. Employees also represent the organization in dealings with external units with which activities must be integrated.

Consequence of Decisions - Decisions affect the quality of administrative support provided to the organization and to other units with which work must be integrated. Employees' dealings with government officials and the public affects the ability of the supervising official to establish and maintain harmonious relationships.

### III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Contacts include employees and officials of the organization and external organizations. Contacts are also with individuals and groups from outside the agency and require the employee to identify, locate, and refer the appropriate person for contact.

Nature and Purpose - Contacts are to provide information or obtain concurrence; plan, coordinate, and advise on work efforts; and resolve operating problems. Work frequently requires negotiation with internal staff and with representatives of other units in order to achieve efficient coordination of activities.

### IV. OTHER WORK DEMANDS:

Work Conditions - The work is usually performed in an office setting and does not require unusual physical exertion.

Hazards - There are no hazardous working conditions.

### V. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities - Considerable knowledge of office management practices, techniques and technology; considerable knowledge and ability to use correct grammar, vocabulary, spelling, and language uses to compose a variety of written materials; knowledge of effective supervisory and office management practices; skill in practicing effective communication techniques, both orally and in writing; skill in establishing and maintaining effective working relationships with staff, officials, and the general public; skill in planning, prioritizing and organizing office work flow and procedures; ability to perform, manage, and coordinate a volume of administrative tasks; ability to research, interpret and analyze applicable program data and make appropriate decisions; ability to analyze and interpret policy and procedural guidelines for problem resolution and/or information purposes; ability to train and effectively manage a group of subordinate employees.

Minimum Training and Experience - Graduation from high school and four years of progressively responsible administrative/office management experience; or completion of a two-year secretarial science or business administration program and two years of experience as described above; or graduation from a four-year college or university, preferably with major emphasis on business administration or related field with demonstrable skills in the assigned area; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.