

## Administrative Assistant II

### *Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results*

1.	Knowledge of office management principles, methods, and procedures to complete work assignments.
2.	Knowledge of principles, problems, and methods of public and business administration to complete work assignments.
3.	Knowledge of organization, personnel, and fiscal management to complete daily work assignments.
4.	Knowledge of the department mission, goals, and objectives to carry out assignments.
5.	Knowledge of sorting/filing techniques and records retention policies and schedules to maintain accurate records.
6.	Ability to monitor departmental programs to determine conformance with administrative policy.
7.	Ability to remain professional when dealing with internal and external stakeholders.
8.	Ability to manage and prioritize multiple assignments.
9.	Ability to work under pressure and adjust to a diverse working environment.
10.	Ability to maintain accuracy and attention to detail when completing multiple assignments.
11.	Ability to work independently and carry out a variety of critical and time sensitive projects without detailed instructions.
12.	Ability to work with diverse individuals to collect the necessary information.
13.	Ability to track and monitor pertinent activities (e.g., legislation, program changes, critical correspondence) in an organized fashion to keep the office running efficiently.
14.	Ability to identify information, materials, and resources needed to complete a project or assignment.
15.	Ability to introduce change in a positive manner to generate support for the change and minimize the perceived impact on others.
16.	Ability to prioritize and schedule the work to be completed by a work team or project task force.
17.	Ability to develop detailed and specific procedures and processes outlining the steps to follow in completing department, program and/or project tasks.
18.	Knowledge of State government functions and processes to determine program compliance and/or identify program impact.
19.	Ability to analyze and evaluate the impact and effectiveness of programs, policies, and/or procedures.
20.	Knowledge of travel rules and policy to complete travel documents (e.g., travel advances, arrangements, travel expense claims).

21.	Ability to research travel options using the phone and internet to secure travel arrangements for others.
22.	Ability to maintain the confidentiality of sensitive and confidential information obtained through the course of completing assignments (e.g., and personnel-related issues, projects).
23.	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions, which may impact pre-established timelines and courses of action for completing projects and assignments.
24.	Ability to establish and maintain cooperative working relationships with management, staff, and internal and external stakeholders.
25.	Ability to use tact and diplomacy when dealing with the needs, problems, and/or concerns of other department staff, outside agency personnel, and/or the public.
26.	Ability to act as a liaison on behalf of the Administrator when interacting with management, staff, internal and external stakeholders to provide program specific information, answer questions, and address issues/problems raised.
27.	Ability to negotiate and compromise when resolving issues involving differing opinions and viewpoints.
28.	Ability to clearly communicate ideas and information orally to various level of audiences.
29.	Ability to interpret and explain policies, procedures, rules, and/or regulations to department employees, the public, vendors, and other State agencies.
30.	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise, and error-free.
31.	Ability to review and edit written materials for proper content, format, grammar, punctuation, and sentence structure.
32.	Ability to listen and take accurate notes based on verbal information.
33.	Ability to communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.
34.	Ability to evaluate written materials to make recommendations for action based upon the information provided.
35.	Ability to write and develop procedures that are understood by various levels of audiences using proper grammar, punctuation, and sentence structure.
36.	Ability to read and interpret information and materials pertaining to department or program operations (e.g., policies and procedures, law, contracts) to apply information to program/project activities.
37.	Ability to exercise sound judgment when making decisions in accordance with program or work unit goals and objectives.
38.	Ability to read and comprehend various documents (e.g., policies, procedures, standards, regulations, reports, contracts) to complete work assignments.
39.	Ability to identify, analyze, and evaluate situations or problems to determine and implement appropriate courses of action.
40.	Ability to extract relevant data and information from a larger body of material to summarize for reports and procedures.

41.	Ability to reconcile discrepancies in data and information to ensure accuracy.
42.	Ability to perform arithmetic computations (e.g., addition, subtraction, multiplication, division, ratios, decimals) to interpret data.
43.	Knowledge of basic electronic-mail functions (email), including sending and receiving messages, attaching documents, and appending carbon copies (CC) and blind-carbon-copies (BCC).
44.	Knowledge of electronic calendaring programs (e.g., Microsoft Outlook, Lotus Notes, Group Wise) for scheduling appointments and setting reminders.
45.	Ability to use electronic mail software to communicate with various audiences on matters related to various project and program issues.
46.	Ability to use and operate a variety of basic office equipment (e.g., copiers, calculators, telephones, fax machines) in the course of completing assigned work tasks.
47.	Ability to use a computer to input data, access information, and/or create materials and documents using a variety of software applications.
48.	Ability to use word processing software to prepare reports, memos, correspondence, and other job-related documents and materials.
49.	Ability to use the internet to conduct on-line research and obtain information related to department policies, procedures, and resources to complete program or project activities.
50.	Ability to use database software to input, organize, track, and retrieve data.
51.	Ability to use spreadsheet software to compile, compute, organize, and present tables, graphs, and charts for use in reports and other tracking activities.
52.	Ability to use project scheduling software (e.g., Microsoft Project) to plan, schedule, and track the progress of projects and assignments.
53.	Knowledge of office management principles and procedures for delegating work assignments to staff.
54.	Knowledge of performance management systems such as probation reports, Individual Development Plans (IDP), and feedback systems to develop staff and improve productivity.
55.	Ability to monitor the progress of other staff to ensure the quality and timeliness of work assignments under the guidance and direction of the Administrator.
56.	Ability to train staff on various assignments to ensure consistency.
57.	Ability to facilitate or lead a work group or team to accomplish objectives, goals, and work assignments.
58.	Knowledge of Occupational Safety and Health Administration (OSHA) guidelines to ensure employee safety in the workplace.
59.	Ability to provide recommendations to management and staff regarding program related issues.