

Executive Assistant

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

1	Knowledge of office management principles, methods, and procedures.
2	Knowledge of sorting/filing techniques and records retention policies and schedules to maintain accurate records.
3	Knowledge of principles and methods of public and business administration to manage office procedures.
4	Ability to prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.
5	Ability to manage workload and assignments in order to meet work unit and project objectives and deadlines.
6	Ability to work under the pressure of a heavy workload and/or short timelines when completing work assignments.
7	Ability to take initiatives, work independently, and complete projects without detailed instructions.
8	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing assignments.
9	Knowledge of alphabetical and/or numeric filing system to file and retrieve job-related materials.
10	Ability to maintain detailed records of work-related activities.
11	Ability to maintain the confidentiality of sensitive and confidential information (e.g., personnel-related issues, projects).
12	Ability to use discretion and diplomacy when responding in writing to the needs, problems, or concerns of others.
13	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.
14	Ability to understand verbal instructions in order to carry out assigned tasks.
15	Ability to establish and maintain cooperative working relationships with staff and other departments.
16	Ability to be flexible in adapting to changes or interruptions in priorities and assignments which may impact pre-established timelines and courses of action for completing projects and assignments.
17	Ability to clearly and concisely articulate sentences and ideas to varying level of audiences.
18	Ability to interpret and explain policies, procedures, rules, and/or regulations to department employees, the public, vendors, and other State agencies.
19	Ability to follow and understand written instructions to complete work assignments.
20	Ability to analyze written information to determine importance of correspondence.
21	Ability to read correspondence and assess importance relating to formality, nature, pertinence, deadlines, and source.

22	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise, and error-free.
23	Ability to review and edit memos (e.g., reports, policies, procedures, letters) for proper content, format, grammar, punctuation, and sentence structure.
24	Ability to listen and take accurate notes.
25	Ability to communicate information clearly and concisely when writing memos and letters to audiences of varying levels.
26	Ability to write reports, policies, and procedures using proper grammar, punctuation, and sentence structure.
27	Ability to write clear and concise instructions that can be easily understood by audiences of varying levels.
28	Ability to summarize separate pieces of written information into a clear and concise single document.
29	Ability to prepare concise written summaries of comprehensive and detailed written materials.
30	Ability to compile and gather necessary travel documents for completing work assignments.
31	Knowledge of travel rules and policy to complete travel expense claims.
32	Knowledge of internet search functions to locate information (e.g., court decisions, travel arrangements, maps).
33	Ability to identify information, materials, and resources needed to complete projects and assignments.
34	Ability to research various organizations to obtain information (e.g., appointments, events).
35	Ability to organize information from various sources in a semantically or categorically functional order.
36	Ability to reason logically and analytically when completing work assignments.
37	Ability to objectively identify all facts and implications related to a situation before drawing conclusions and determining courses of action.
38	Ability to use and comprehend numerical data for budgeting, pricing, and time keeping.
39	Ability to compile information from various documents to summarize in a cohesive written report.
40	Knowledge of electronic calendaring functions for scheduling appointments and setting reminders.
41	Ability to use word processing software to develop and format written documents, such as memos, letters, and reports.
42	Knowledge of electronic mail functions (email), including sending and receiving messages, attaching documents, and appending courtesy copies (CC) and blind courtesy copies (BCC).
43	Ability to use personal computer database software to input, organize, track, and retrieve data.
44	Ability to use word processing software to organize and create basic tables and/or graphs.

45	Ability to use the Internet to conduct on-line research and obtain information related to projects or assignments.
46	Ability to use spreadsheet software to present tables, graphs, and charts.
47	Knowledge of time management and prioritization techniques to oversee timely completion of work assignments.
48	Ability to maintain high ethical standards in completing all assignments and projects.
49	Ability to use and operate a variety of basic office equipment (e.g., telephones, copiers, and fax machines) in the course of completing assigned work tasks.
50	Ability to type 45 words per minute with minimal errors.