

EXECUTIVE ASSISTANT II

This is administrative work serving as a management assistant in an organization that is characterized by diverse program operations with multiple and varied programs/ components. Positions are delegated significant responsibility for programmatic/administrative functions that extend to the entire scope of operational activities. This responsibility involves a significant research, problem-solving, planning, and implementation role that requires a substantive knowledge of multiple and varied programs and where decision-making impacts overall program/administrative operations. Positions at this level function with significant independence except where technical, legal, or administrative complexities of the program require direct involvement of the manager. Positions also have the authority to delegate specialized duties to subordinates or other staff within the organization. Work requires contact with program staff, managers 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 major component of these positions both internal and external to the organization in obtaining concurrence, cooperation, or approval of actions on behalf of the manager. Work locations include a variety of settings: an agency, a large complex division, a university, a large complex school in a university or a large and complex autonomous operation. Employees usually supervise a support group. Work is differentiated from Executive Assistant I by the scope of diverse program operations and the internal /external coordination of work which requires development of special processes/procedures that have a broad intradepartmental impact.

I. DIFFICULTY OF WORK:

Variety and Scope - Employees perform a variety of administrative/programmatic functions in assisting the manager. Work activities include serving as administrative coordinator in planning, implementing and monitoring staff activities; office manager in designing and organizing records management and information storage and retrieval systems for a variety of programs and operations; staff assistant by representing the manager on a variety of subjects and serving on various committees; and/or business manager in managing various administrative or program budgets. Employees also set priorities and determine appropriate allocation of other support staff in the organization.

Intricacy - Work involves researching, interpreting, and analyzing a variety of complex and varied policies, procedures, and regulations in order to select the most appropriate course of action. Work requires the completion of complex administrative/programmatic activities that require a knowledge of 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 thorough knowledge of the operations of internal and external units with which work must be interfaced.

Guidelines - Guidelines include a large body of written and unwritten policies, precedents, and practices which may not apply to specific cases or situations. Employees use judgement and considerable independence in interpreting and applying guides to unusual or novel situations, and where problem-solving is usually of a technical, legal, or highly sensitive administrative nature.

II. RESPONSIBILITY:

Nature of Instructions - Manager set overall objectives of the work. Employees participate in the establishment of priorities and timeframes. Employees at this level are found in organizations of such size and scope that many complex problems arise daily and cannot be brought to the attention of the manager. Employees are responsible for resolving situations and conflicts using initiative and judgement in determining approach and methods.

Nature of Review - Work is reviewed periodically through conferences and written reports. Review is to determine effectiveness in the completion of administrative functions and tasks.

Scope of Decisions - Work affects a wide range of activities and operations in the organizations for which the manager is responsible, including subordinate units. Employees also represent the organization in dealings with external organizations, the result of which can effect their operations.

Consequence of Decisions - Decisions affect the quality of administrative support provided to the organization and affects other units with which work must be integrated. Employees act on behalf of the manager in solving problems and issues and can commit the organization to a course of action. Employees' dealings with other officials and the public affects the ability of the manager to establish and maintain effective relationships.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Contacts include employees and officials of the organization and representatives of other organizations. Contacts also include the public, representatives of advocacy groups, and elected officials.

Nature and Purpose - Contacts are for the purpose of: giving and receiving information, but is usually of a technical, legal, or administrative nature; obtaining concurrence, cooperation, and approvals; planning and advising as it relates to work efforts; and resolving operating problems. Work frequently requires negotiation with internal staff and with representatives of other units where a compromise may be necessary in order to achieve effective 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 - Thorough knowledge of office management practices, techniques, and technology; considerable knowledge of effective supervisory and office management practices; skill in exercising judgement and discretion in applying and interpreting policies and procedures; skill in establishing and maintaining effective relationships with associates, officials, and the public; skill in practicing effective communication techniques, both orally and in writing; ability to plan and coordinate special projects, information systems, and day-to-day operations; ability to analyze and interpret a variety of policy and procedural guidelines for problem resolution and/or information purposes; ability to perform and manage a volume of complex administrative tasks.

Minimum Training and Experience - Graduation from high school and five years of progressively responsible administrative/office management experience; or completion of a two-year secretarial science of business administration program and three years of experience as described above; or graduation from a four-year college or university, preferably with major emphasis on business administration, public administration, of related field and one year of experience as described above; 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, but may not be applicable to all positions.