Administrative Support Associate Focus Group
Competency Profile Review

Communication-Verbal:
- Contributing approved-Example: Directing calls, visitors, and organization members to the appropriate department or resource.
- Journey approved-Example: Application of knowledge and expertise in order to make independent decisions to resolve unique situations.
- Advanced approved-Example: Ability to exercise judgment in the release of confidential and sensitive information, both to internal and external constituents.

Communication-Written:
- Contributing approved-Example: Prepares written correspondence using provided content in order to assure correct grammar, etc.
- Journey approved-Example: Following general instructions to complete correspondence using standard formats.
- Advanced approved-Example: Developing the content for correspondence based on independent initiative and disseminating the correspondence to the appropriate department or organizational member.

Office Technology:
- Contributing approved-Example: Not necessary
- Journey approved-Example: Complete understanding of computer software and other equipment in order to accomplish various tasks.
- Advanced approved-Example: Utilizing multiple software applications in order to multi-task and accomplish work as well as provide as needed training to other organization members.

Work Coordination:
- Contributing approved-Example: Provided guidance in selecting appropriate priorities based on the needs of the office, department, or division.
- Journey approved-Example: Effectively collaborates with other organizational members to accomplish specific tasks.
- Advanced approved-Example: The full direction of work, both individually and the work of an office. The ability to assess and design new work processes in order to better manage salient office, departmental, or divisional information.

Problem Solving:
- Contributing approved-Example: Not necessary
- Journey approved-Example: Ability to utilize information to assist faculty, staff, and students with concerns over qualifications for academic programs or other matters.
- Advanced approved-Example: Taking the initiative to seek out resolution to problems that are out of the ordinary and provide assistance to other members of the office.
Knowledge-Program:
- Contributing approved-Example: Directing calls and visitors to the appropriate University department of resource.
- Journey approved-Example: Application of specific program knowledge in order to resolve problems and accomplish business. Utilizing a network of individuals throughout the University to satisfy multiple issues.
- Advanced approved-Example: Comprehensive knowledge within an area of responsibility or multiple areas of responsibility where independent decisions are made based on interpretation of policy and general operating procedures.

Information/Records Administration:
- Contributing approved-Example: Utilizing existing procedures and systems in order to accomplish the work of the respective department.
- Journey approved-Example: Utilizing proper systems to organize data in order to produce reports used for business analysis and decisions.
- Advanced approved-Example: Ability to utilize and interpret data from multiple sources in addressing multiple issues.

Budgeting:
- Contributing-N/A
- Journey approved-Example: Not necessary
- Advanced approved-Example: Knowledge of departmental needs in order to properly recommend new or replacement software, equipment, and supplies.