Administrative Support Specialist Focus Group
Competency Profile Review

Knowledge-Program:
- Contributing approved-Example: Directing calls and visitors to the appropriate department or resource.
- Journey approved-Example: The ability to not only direct calls and visitors, but also provide thorough information regarding programmatic or departmental functioning.
- 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: Ability to prioritize various tasks within standard operating procedures, while also adhering to reporting deadlines, and ensuring that tasks are carried out accurately.
- Advanced approved-Example: Utilizes systems and processes to conduct research, retrieve specific data, and provide interpretation of the results.

Office Technology:
- Contributing approved-Example: Not necessary
- Journey approved-Example: Ability to utilize appropriate software to efficiently and effectively accomplish tasks.
- Advanced approved-Example: The ability to utilize multiple software programs in order to manipulate data for multiple purposes. Independently identifying and researching office technology needs as well as troubleshooting technology errors to improve efficiency.

Problem Solving:
- Contributing approved-Example: Effectively deals with routine issues and concerns that have standard practices for being resolved.
- Journey approved-Example: Applies specific and in-depth knowledge of department and division in order to effectively resolve situations that are unique in nature as well as possessing insight into potential problems that can be shared with supervision.
- Advanced approved-Example: Not necessary

Communication-Verbal:
- Contributing approved-Example: Utilizes standard and established procedures in releasing information as well as directing calls, visitors, and organization members to the appropriate resource.
• Journey approved-Example: Appropriately explains organization procedures and policies to students, parents, and organization members in an effort to assist in their understanding of the decision making process.

• Advanced approved-Example: Carefully listens to routine and unique inquiries in order to effectively explain appropriate course of action. Ability to communicate for the multiple individuals within their multiple areas of responsibility.

Communication-Written:

• Contributing approved-Example: No example

• Journey approved-Example: Responsible for taking information from a supervisor and crafting the information into an understandable, grammatically correct format for dissemination to external and internal constituents.

• Advanced approved-Example: Independently produces correspondence or reports requiring strict accuracy that utilizes in-depth knowledge and expertise.