

## **Executive Assistant Focus Group Competency Profile Review**

### **Interpersonal Skills:**

- Contributing approved-Example: Screens calls and visitors for an executive and determines priority calls and visits versus redirection to appropriate department or resource. Seeking updates from departmental supervisors in order to facilitate the completion of action items or projects.
- Journey approved-Example: Responsible for timely completion of reports, independent adherence to deadlines for annual tasks, prioritizing divisional and departmental meeting times on a regular basis. Determines which questions and issues can be handled independently of an executive's input.
- Advanced approved-Example: Attend meetings to take comprehensive notes or to present prepared statements to those present. Chair committees or represent the interests of the department or division on issues within areas of expertise. Contacts, facilitates, and collaborates with external constituents to arrange various meetings and events as well as encourage participation.

### **Knowledge-Program:**

- Contributing approved-Example: Sound understanding of the respective division and department in order to properly direct calls and visitors. Demonstration of knowledge and understanding of executives operational requirements for handling various issues.
- Journey approved-Example: Significant knowledge and awareness as it applies to executives operational requirements for handling various issues.
- Advanced approved-Example: Application of significant knowledge to assist executive with the scope and complexity of their respective division, college, or department. Furthermore, responsible for representing executive in matters of important consequence for their respective division, college, or department.

### **Problem Solving:**

- Contributing approved-Example: Assisting callers and visitors with issues by redirecting them to the appropriate department or resource. Assessing barriers and inefficiencies in processes to better achieve program goals.
- Journey approved-Example: Exercises discretion and judgment in matters of a sensitive nature with far reaching consequences.
- Advanced approved-Example: Develop contingent plans to provide a direction and solution to potential problems.

### **Planning and Organizing:**

- Contributing approved-Example: No example necessary
- Journey approved-Example: Contribute to agenda items to be covered in a departmental or divisional meeting. Attending meetings in order to take minutes as a measure to ensure executive can process all information covered.
- Advanced approved except for the word, "Prevents":  
Minimize...anticipates...resolves...

**Communication-Written:**

- Contributing approved-Example: Drafts letters internally to the campus; periodically, a letter format used at an earlier time.
- Journey approved-Example: Edits correspondence that is sent on behalf of the executive. Development and editing of PowerPoint presentations used by executives. Independent editing of website for department or division.
- Advanced approved-Example: No example necessary or applicable with independent writing of speeches. Drafting a letter as a courtesy acknowledging participation in a program or thanks for a contribution to the University. Incorporating the style of the executive in official correspondence to a variety of and from a variety of sources.

**Information/Records Administration:**

- Contributing approved-Example: Maintaining files for faculty within the colleges. Maintaining BOT meeting minutes. Research and gather information regarding purchasing equipment in a cost effective manner.
- Journey approved-Example: Gathering of information regarding how other institutions and entities administer various initiatives and programs. Interprets information for its applicability for WCU.
- Advanced approved-Example: Gathering and analyzing information in order to make recommendations on the proper course of action.

**Budgeting:**

- Contributing approved-Example: No example necessary.
- Journey approved-Example: Distribution of funds is determined on a case by case basis dependent on organizational need.
- Advanced approved-Example: Makes independent allocations of funds and expenditures based on organizational needs.

**Managing Work and Performance (Approved Addition at WCU):**

- **Contributing:** Responsible for Administrative Support employees' work within an executive office. Management of staff can include direct supervision, but commonly serves in a lead worker capacity to mentor, model, and explain the necessary work to be accomplished.
- **Journey:** Directly supervises subordinate Administrative Support employees. Responsible for the development of subordinate employees in terms of their job performance, skill level, work plans, etc. Work at this level also includes direct input and involvement in the recruitment and selection of employees for vacancies within the office or department.
- **Advanced:** Involved and responsible for standards for standards for work accomplishment. May implement new processes and procedures in response to changing work conditions. Works with employees under their direct supervision in matters of performance, conduct, and informal or formal discipline or dismissal.