



UNIVERSITY OF NORTH CAROLINA WILMINGTON

## **Executive Assistant** *Competency Profile*

**DESCRIPTION OF WORK:**

Positions in this banded class serve as staff/management assistants to highest-level administrators in an organization that is characterized by operations with multiple and varied programs/ components. The role of this position is defined and impacted by the mutual working relationship established with the administrator (“right-hand” to the administrator). These positions serve as the principle personal and administrative support. There are situations where incumbent functions as an assistant the majority of the time, but may also have some responsibilities of an operational nature. Work ranges from standardized office support assignments to performance of administrative duties involving decision-making and judgment. Public contact is a major component of positions, both internal and external to 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. May coordinate business functions of the unit that include personnel administration, office coordination, and budget monitoring or management. The overall level of Executive Assistant positions are determined by the scope of responsibility for the administrator to whom they provide support. (Note: At UNCW, employees assigned to this band must support a Senior Administrative and Academic Officer.)

<b>Competencies</b>	<b>Definition</b>
Interpersonal Skills	Ability to clearly convey, persuade, and negotiate information and ideas to individuals or groups
Knowledge-Program	Understanding and awareness of program services, policies, procedures, laws, rules, and regulations. Ability to demonstrate and apply this knowledge in performance of administrative support tasks. Ability to explain and interpret program information to clients/customers and staff.
Problem Solving	Ability to identify and understand issues, problems, and opportunities; determines course of action; develops appropriate solutions
Planning and Organizing	Ability to develop ideas into plans of action and to coordinate the actions through implementation
Communication-Written	Ability to present ideas clearly and effectively in written form; ability to edit, adjusting language or terminology to meet needs of the audience or as appropriate; ability to use correct grammar, organization, and structure.
Information/Records Administration	Ability to compile, assimilate, organize, and analyze printed and electronic information. Ability to apply knowledge of data research and manipulative analysis.
Financial Administration (Budget)	Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports.

Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

<b>ROLE DESCRIPTIONS BY COMPETENCY LEVEL – EXECUTIVE ASSISTANT</b>		
<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p>Demonstrates knowledge of the internal and external programs, policies, operational structure, and scope of responsibilities of a senior administrator. Maintains administrator’s calendar, schedules appointments without prior approval based on knowledge of administrator’s responsibilities. Establishes priorities and coordinates office support activities in response to work flow of the administrator. Serves as a liaison between administrator and subordinate units by relaying instructions and information. Exercises delegated authority to speak on behalf of the administrator regarding a variety of administrative matters. Identifies and resolves problems that would not require administrator’s direct involvement. Problems are addressed in accordance with priorities, policies, commitments, and program goals of the administrator. Develops and edits documents based on program knowledge.</p>	<p>Demonstrates significant knowledge of the goals, priorities, and commitments of a senior administrator with subordinate units and a variety of programs. Uses judgment and independence to make changes to schedules based on significant knowledge of priorities and issues. Prioritizes and negotiates organizational needs regarding meetings, timeframes, and deadlines. Serves as a liaison and project coordinator between administrator and subordinate units and external contacts. Exercises delegated authority to speak on behalf of the administrator regarding a variety of sensitive administrative and programmatic matters. Analyzes and resolves unusual and novel situations based on significant knowledge of the administrator’s priorities and delegated authority. Independently researches information, integrates into reports and develops scripts used by the administrator that affect objectives. May manage budget and allocation of funds.</p>	<p>Applies substantive knowledge in order to assist and represent a senior administrator thoroughly in the scope, diversity, and complexity of all program operations. Anticipates and resolves conflicts, competing with senior administrator’s schedule and/or priorities. Represents the administrator on a variety of subjects; serves on various committees; and may attend meetings in administrator’s absence. Plans and organizes conferences, retreats, and/or annual events for administrator. Anticipates potential problems that could impact the administrator and organization. Routinely coordinates and facilitates solutions with internal and external organizations and constituents. Independently researches, develops and composes presentation materials and scripts for the administrator. May advise and report on fiscal matters, budget planning or serve as a resource for subordinate units.</p>

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<b>Competency</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p><b>Interpersonal Skills</b> - Ability to clearly convey, persuade, and negotiate information and ideas to individuals or groups</p>	<p>Manages access to administrator by screening calls and visitors to determine appropriate course of action. Serves as a liaison between administrator and subordinate units by relaying instructions and information and following commitments through to completion. Interacts and communicates using judgment and discretion.</p>	<p>Prioritizes organizational needs regarding meetings, timeframes, and deadlines. Exercises delegated authority to speak on behalf of the administrator regarding a variety of administrative and programmatic matters.</p>	<p>Persuades, prioritizes and negotiates to build cooperation and consensus with a variety of internal and external contacts and groups. Represents the administrator on a variety of subjects; serves on various committees; and may attend meetings in administrator's absence.</p>
<p><b>Knowledge-Program</b> - Understanding and awareness of program services, policies, procedures, laws, rules, and regulations. Ability to demonstrate and apply this knowledge in performance of administrative support tasks. Ability to explain and interpret program information to clients/customers and staff.</p>	<p>Demonstrates knowledge of the programs, operational structure, and administrator's scope of responsibilities. Work requires an awareness of specific functions and staff assignments within the organization. Demonstrates working knowledge of policies, procedures, and processes required within the organization. Demonstrates familiarity with rules, regulations, and laws affecting unit.</p>	<p>Demonstrates significant knowledge of the goals, priorities, and commitments of the administrator and subordinate units. Demonstrates considerable knowledge of the programs and culture of the organization. Applies knowledge of strategic goals, practices, and critical policies, laws, rules, and regulations that impact the mission of the organization. Work requires thorough understanding of internal and external constituents and organizations with which the administrator's commitments must be coordinated.</p>	<p>Applies substantive knowledge in order to assist and represent administrator thoroughly in the scope, diversity, and complexity of all program operations and organizational commitments. Demonstrates the knowledge of the nuances, appropriate protocol, and specific preferences of the administrator and constituents.</p>

Competency	Contributing	Journey	Advanced
<p><b>Problem Solving</b> - Ability to identify and understand issues, problems, and opportunities; determines course of action; develops appropriate solutions</p>	<p>Identifies and resolves problems that would not require administrator's direct involvement. Problems are addressed in accordance with priorities, policies, commitments, and program goals of the administrator. Researches and makes recommendations for unusual and novel situations.</p>	<p>Analyzes and resolves unusual and novel situations based on significant knowledge of the administrator's priorities and delegated authority. Exercises independent judgment and understands the impact of the decisions on the administrators' role and commitments. Ability to coordinate and facilitate solutions with internal and external organizations and constituents within delegated authority from the administrator.</p>	<p>Anticipates potential problems that could impact the administrator and the scope of internal and external responsibilities/activities. Routinely coordinates and facilitates solutions with internal and external organizations and constituents.</p>
<p><b>Planning and Organizing</b> - Ability to develop ideas into plans of action and to coordinate the actions through implementation</p>	<p>Maintains administrator's calendar, schedules appointments without prior approval based on knowledge of administrator's responsibilities and issues of importance. Locates and assembles information for various reports, briefings, and conferences. Makes travel arrangements.</p>	<p>Uses judgment and independence to make changes to schedules and matters of the administrator. Attends administrator's meetings to stay abreast of and prioritize issues. Tracks and monitors pending issues for follow-up and independently develops agenda for future meetings. Organizes and assimilates documents for agency/university boards, hearings, and/or commission meetings.</p>	<p>Prevents scheduling conflicts or anticipates and resolves conflicts, competing with senior administrator's schedule and/or priorities. Plans and organizes conferences, retreats, and/or annual events for administrator.</p>

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Competency	Contributing	Journey	Advanced
<p><b>Communication-Written -</b> Ability to present ideas clearly and effectively in written form; ability to edit, adjusting language or terminology to meet needs of the audience or as appropriate; ability to use correct grammar, organization, and structure.</p>	<p>Independently researches, develops and drafts letters, memos, or reports to communicate the administrator's decisions, ideas, and agenda.</p>	<p>Independently assimilates and composes materials and speeches for the administrator to use in a variety of settings (i.e. publications, web site, etc.). Edit documents to incorporate the administrator's personal style.</p>	<p>Independently researches, develops, and composes presentation materials and speeches for the administrator in a variety of settings. Anticipates administrator's needs to initiate written communication for administrators review. Edit documents developed from outside sources to incorporate the administrator's personal style.</p>
<p><b>Information/Records Administration -</b> Ability to compile, assimilate, organize, and analyze printed and electronic information. Ability to apply knowledge of data research and manipulative analysis.</p>	<p>Manages and monitors a variety of information impacting the administrator's responsibilities. Researches information to support conclusions and recommendations. Establishes and maintains paper and electronic files and records for the administrator.</p>	<p>Independently researches information affecting organizational goals and objectives and administrator's decision-making needs. Interprets and summarizes information based on program knowledge, organizational goals, and priorities.</p>	<p>Independently researches, analyzes, and make recommendations regarding a variety of information from internal and external sources.</p>
<p><b>Financial Administration (Budget) -</b> Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports</p>	<p>Monitors and reconciles departmental or program budget and tracks travel and office expenditures.</p>	<p>Exercises responsibility for administering the budget, which includes making recommendations regarding the use and distribution of funds.</p>	<p>In conjunction with the administrator, advises subordinate units on fiscal matters such as budget planning, budget analysis, and funding sources. Manages the overall budget for the administrator by reporting expenditures and allocation of funds and sources on a regular basis.</p>

Minimum Training and Education for entry to the band: Graduation from high school and three years of progressively responsible administrative/office management experience; or graduation of a two-year secretarial science or business administration program and one year of experience as described above; or graduation from a four-year college or university, preferably with major emphasis on Business administration or a related field; or an equivalent combination of training and experience. Degrees must be received from appropriately accredited institutions.

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