

Executive Assistant

Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results

KSAPC #	Knowledge, Skill, Ability, and Personal Characteristic Statement
K1	Knowledge of office management principles, methods, and procedures.
K2	Knowledge of sorting/filing techniques and records retention policies and schedules to maintain accurate records.
K3	Knowledge of principles and methods of public and business administration to manage office procedures.
K4	Knowledge of alphabetical and/or numeric filing system to file and retrieve job-related materials.
K5	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise, and error-free.
K6	Knowledge of travel rules and policy to complete travel expense claims.
K7	Knowledge of internet search functions to locate information (e.g., court decisions, travel arrangements, maps, etc.)
K8	Knowledge of electronic calendaring functions for scheduling appointments and setting reminders.
K9	Knowledge of electronic mail functions (email), including sending and receiving messages, attaching documents, and appending courtesy copies (CC) and blind courtesy copies (BCC).
K10	Knowledge of time management and prioritization techniques to oversee timely completion of work assignments.
A1	Ability to prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.
A2	Ability to manage workload and assignments in order to meet work unit and project objectives and deadlines.

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A3	Ability to work under pressure of a heavy workload and/or short timelines when completing work assignments.
A4	Ability to take initiatives, work independently, and complete projects without detailed instructions.
A5	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing assignments.
A6	Ability to maintain detailed records of work related activities.
A7	Ability to maintain the confidentiality of sensitive and confidential information.
A8	Ability to use discretion and diplomacy when responding in writing to the needs, problems, or concerns of others.
A9	Ability to use tact and diplomacy when dealing with the needs, problems, and/or concerns of others of other department staff, outside agency personnel, and/or the public.
A10	Ability to understand verbal instructions in order to carry out assigned tasks.
A11	Ability to establish and maintain cooperative working relationships with staff and other departments.
A12	Ability to be flexible in adapting to changes or interruptions in priorities and assignments which may impact pre-established timelines and courses of action for completing projects and assignments.
A13	Ability to clearly and concisely articulate sentences and ideas to varying level of audiences.
A14	Ability to interpret and explain policies, procedures, rules, and/or regulations to department employees, the public, vendors, and other State agencies.
A15	Ability to follow and understand written instructions to complete work assignments.
A16	Ability to analyze written information to determine importance of correspondence.

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A17	Ability to read correspondence and assess importance relating to formality, nature, pertinence, deadlines, and source.
A18	Ability to review and edit memos (e.g., reports, policies, procedures, letters) for proper content, format, grammar, punctuation, and sentence structure.
A19	Ability to listen and take accurate notes.
A20	Ability to communicate information clearly and concisely when writing memos and letters to audiences of varying levels.
A21	Ability to write reports, policies, and procedures using proper grammar, punctuation, and sentence structure.
A22	Ability to write clear and concise instructions that can be easily understood by audiences of varying levels.
A23	Ability to summarize separate pieces of written information into a clear and concise single document.
A24	Ability to prepare concise written summaries of comprehensive and detailed written materials.
A25	Ability to compile and gather necessary travel documents for completing work assignments.
A26	Ability to identify information, materials, and resources needed to complete projects and assignments.
A27	Ability to research various organizations to obtain information (e.g., appointments, events).
A28	Ability to organize information from various sources in a semantically or categorically functional order.
A29	Ability to reason logically and analytically when completing work assignments.
A30	Ability to objectively identify all facts and implications related to a situation before drawing conclusions and determining courses of action.

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A31	Ability to use and comprehend numerical data for budgeting, pricing, and time keeping.
A32	Ability to compile information from various documents to summarize in a cohesive written report.
A33	Ability to use word processing software to develop and format written documents, such as memos, letters, and reports.
A34	Ability to use a personal computer database software to input, organize, track, and retrieve data.
A35	Ability to use word processing software to organize and create basic tables and/or graphs.
A36	Ability to use the internet to conduct on-line research and obtain information related to projects or assignments.
A37	Ability to use spreadsheet software to present tables, graphs, and charts.
A38	Ability to maintain high ethical standards in completing all assignments and projects.
A39	Ability to use and operate a variety of basic office equipment (e.g., telephones, copiers, and fax machines, etc.) in the course of completing assigned work tasks.
A40	Ability to type 45 words per minute with minimal errors.