

Executive Secretary I

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

KSAPC #	Knowledge, Skill, Ability, and Personal Characteristic Statement
K01	Knowledge of office methods and systems (e.g., filing, record management, mail processing, terminology) to perform administrative work.
K02	Knowledge of office equipment (e.g., multi-line telephones, personal computer, fax machine, telephone, copier) to perform administrative work.
K03	Knowledge of computer software to plan, calendar, and coordinate meetings, travel itineraries, track timelines and due dates of assignments, and provide reminders and updates to managers, supervisors, and other staff.
K04	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, grammar, and punctuation to produce clear and correct work for a broad group of readers and/or audiences.
K05	Knowledge of principles and processes for providing excellent customer service to establish and/or maintain professional relationships and in the completion of work assignments.
K06	Knowledge of basic mathematical reasoning to select the right methods or formulas to solve a problem.
S01	Skill to effectively provide training procedures to support staff in order to ensure completion of required work duties.
S02	Skill to establish, develop, and maintain written instructions to ensure standardization of office procedures and protocol.
S03	Skill to identify sensitive/confidential records (e.g., adverse action, letter of instructions, individual development plan) in order to maintain security, track documents, and complete work assignments.
S04	Skill to analyze situations accurately and respond effectively in high stress situations (e.g., complaints, emergencies, staff issues).
S05	Skill to make accurate arithmetic computations to complete various office forms and assignments (e.g., process/complete timesheets, travel advance, travel expense claims, purchase orders, mileage forms).

KSAPC #	Knowledge, Skill, Ability, and Personal Characteristic Statement
S06	Skill to independently gather data in order to compose and assemble correspondence (e.g., memoranda, letters, reports) for management review.
S07	Skill to organize workspace to maximize efficiency and productivity.
A01	Ability to use a computer in order to efficiently complete a variety of assignments (i.e., creating labels, connecting to projectors, operating laptops).
A02	Ability to work in a team environment to complete assignments.
A03	Ability to comprehend written sentences and paragraphs to adequately complete assignments.
A04	Ability to communicate effectively in writing in order to provide assistance, convey information, and/or direction.
A05	Ability to prepare correspondence/templates (e.g., memos, emails, procedures, reports) to provide information and/or documentation for a variety of projects and/or assignments.
A06	Ability to establish and maintain cooperative/professional working relationships with fellow staff, other government agency staff, and the public to facilitate departmental functions and to complete work activities.
A07	Ability to communicate orally with others (e.g., managers, supervisors, staff, the public) to convey information effectively in a courteous and sensitive manner.
A09	Ability to prioritize workload (i.e., time management) in order to meet deadlines.
A10	Ability to analyze a project or assignment in order to determine how to complete it in the most accurate and efficient manner.
A11	Ability to review, evaluate, and edit documents to produce quality work.
A12	Ability to work independently and/or with instructions to complete workload.
A13	Ability to interpret and apply departmental policies and State and Federal laws and regulations to complete assignments including those that contain confidential/sensitive material.
A14	Ability to adapt to a rapidly changing environment to perform assignments.

KSAPC #	Knowledge, Skill, Ability, and Personal Characteristic Statement
A15	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing assignments.
A16	Ability to analyze written information to determine importance of correspondence.
A17	Ability to read correspondence and assess importance in relation to formality, nature, pertinence (e.g., deadlines) and source.
A18	Ability to organize information from various sources in a semantically or categorically functional order.