

EXECUTIVE AIDE

KIND OF WORK

Executive administrative support work within the executive office of a state department.

NATURE AND PURPOSE

Under general direction, provides administrative services, which directly support the functions of the Commissioner's Office staff. These support functions extend to special project leadership and external formal communications. Performs related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Facilitates a complex workload and assumes less complex tasks, therefore requiring capacity for independent action and initiative, as well as, sensitivity to the issues and consequences implicit in the tasks being accomplished.

Provides administrative support and assistance to a Commissioner or Chancellor and staff through: record review; public contact; information collection, analysis, and preparation; coordination of meetings and related materials.

Provides administrative support in the development of departmental legislation, including preparation and execution of documents for the Commissioner or Chancellor.

Develops and coordinates an external affairs program, which serves to address the informational needs of the public, the legislature, interest and advocacy groups, and other constituents.

Plans and coordinates department public affairs activities and related programming so as to address issues and problems.

Conducts research of a policy nature for department executives, to ensure that management action is based upon accurate and concise information regarding issues and options.

Performs additional administrative work and implements special projects as assigned.

**Coordinates and directs office services, such as records and budget preparation, personnel, and housekeeping, to aid executives. Prepares records and reports, such as recommendations for solutions of administrative problems and annual reports.

**Interprets administrative and operating policies and procedures for employees. Studies management methods to improve workflow, simplify reporting procedures, or implement cost reductions. Plans conferences.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Technical Competencies:

Knowledge of public information dissemination techniques and methods to effectively communicate complex issues.

Knowledge of executive and legislative branches of government sufficient to support the preparation of departmental legislation.

Knowledge of research and analysis procedures, and ability to generate finished reports, documents, correspondence, etc.

*Technical Expertise-Demonstrates broad, in-depth and up-to-date knowledge of technical, business and professional fields related to the work of one's unit or function. Provides respected advice to other managers and professionals in designing and implementing formal program or policies.

Work Management Competencies:

Ability to coordinate workflow and evaluate administrative decision options so as to handle a range of duties and assignments.

Ability to execute detail assignments without direct supervision.

Ability to understand and effectively carry out complex oral or written instructions.

*Strategic Planning-Actively supports Agency mission and strategic direction. Promotes a policy perspective. Collaborates with others to develop effective policy that guide Agency activities and program administration.

*Operations Management-Designs, plans and completes complex assignments involving collaboration with others. Directs others' efforts toward organizational goals and priorities. Delegates/assigns work with clear expectations, accountability, support and follow-up to accomplish goals.

*Championing Change-Contributes to innovative and constructive organizational change through process redesign, effective use of research, and identification of new methods/technologies. Demonstrates and instills in others a commitment to continuous improvement and work quality.

*Analysis, Problem Solving and Decision Making-Consistently objective in ones decisions and actions. Performs thorough assessment and diagnosis of problems. Anticipates the consequences and effects of ones actions/decisions.

*Teamwork-Leads/facilitates team efforts. Draws upon individual talent and expertise as resource for the team. Shows support and encouragement through words and actions. Works collaboratively with others, regardless of level, as a contributing member of a team.

*Managing Others-Treats others fairly and equitably. Establishes performance standards and conveys clear expectations to others. Identifies and implements developmental goals and action plans for others.

**Synthesis/Reorganization-Reorganizing information to get a better approach to problems or tasks.

**Time Management-Managing one's own time and the time of others.

**Management of Financial Resources-Determining how money will be spent to get the work done, and accounting for these expenditures.

**Scheduling Work and Activities-Scheduling events, programs, and activities, as well as the work of others.

Interpersonal Competencies:

Ability to communicate with a range of publics and constituents.

Ability to exercise judgement regarding moderately complex issues.

*Organizational Communication-Based on an understanding of the Agency's mission, goals, operations and customers, exchanges information and views with internal constituencies at all levels and in a variety of settings to create an open and trusting environment of informed stakeholders. Maintains organizational awareness and fosters cross-functional communication and involvement.

*Collaborative Partnerships and Networking-Strong service orientation. Serves as a liaison to others. Establishes and maintains good relationships with others; seeks opportunities to build networks.

*Communication for Results-Expresses self well in communications and presentations. Adapts messages to audience's needs to facilitate clear understanding. Develops convincing arguments to advance one's ideas or position.

**Coordination-Adjusting actions in relation to others' actions.

**Performing Administrative Activities-Approving requests, handling paperwork, and performing day-to-day administrative tasks.

**Monitoring and Controlling Resources-Monitoring and controlling resources and overseeing the spending of money.

**Provide a Service to Others-Provide a service to others.

**Coordinate or Lead Others-Coordinate or lead others in accomplishing work activities (not supervision).

* From PROGRES Manager Job Track #1

** From O*NET Dictionary of Occupational Titles, 1998

Est.: 12/82

Rev.: 3/00

T.C.: 8/83

Former Title(s): Administrative Aide