

Executive Assistant/Administrative Assistant - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Completely understands role and function of position
- Fully knowledgeable in organization terminology and acronyms
- Knows how to operate equipment used in word processing, dictation and transcribing, laser printers, photocopiers, fax machines, and telephone system
- Maintains organization policies and employee benefits programs and is able to provide assistance in locating and interpreting same

QUALITY OF WORK:

- Properly maintains executive records, board minutes, and corporate files
- Accurately prepares calendars of meetings, board minutes, management reports, maintenance records, logs of service and repair contracts
- Efficiently handles registrations/reservations for staff and directors at educational events, conferences and meetings

QUANTITY OF WORK:

- Performs assigned tasks on schedule and in a professional manner
- Spends necessary amount of time to accomplish tasks
- Types at 65 w.p.m.

PROBLEM ANALYSIS:

- Relieves senior managers of routine
- Uses discretion in work processes
- Uses tact and discretion when dealing with managers, employees, policymakers and customers
- Does research to determine cause of problem