



**Administrative Support Specialists** perform a variety of tasks and are responsible for supporting other staff members, typically managers, or for ensuring smooth workflow. They coordinate work with others, schedule appointments, respond to inquiries, prepare documents, and complete assigned tasks accurately, often under time pressure.

#### Example Positions

*Administrative Assistant, Office Manager, Administrative Secretary, Executive Assistant, Department Assistant, Office Assistant, Administrative Support, Workflow Coordinator*

## Competencies

**Planning and Priority Setting** – They identify priorities and develop detailed action plans that include objectives, accountabilities, time frames, standards, review stages, and contingencies.

**Quality Focus** – They are able to manage the efficiency, accuracy, completeness, and integrity of the work that they produce. They also recommend improvements in procedures to continually improve the quality of work produced.

**Time Management** – Administrative Support Specialists are able to manage multiple responsibilities by being organized and keeping on top of important time-sensitive tasks.

**Adaptability** – They are able to shift course when external influences affect an initial plan and they are able to alter standard procedures when necessary and juggle multiple demands as required.

**Composure and Resiliency** – They are able to deal effectively with pressure, recover quickly from setbacks, and remain optimistic and persistent even under adversity. They are also able to maintain self-confidence and avoid overly emotional responses in tense or difficult situations.

## Representative Behaviors

- Thinks through what is needed to meet goals in terms of people and time frames
- Ensures that quality processes maintain internal consistency and integrity over time
- Plans own time and schedules activities to ensure achievement of goals
- Redirects efforts when goals change or results are not met
- Stays composed in challenging interpersonal situations



## Administrative Support Specialist Job Model

Leading	Active Communication	Interpersonal Dynamics	Making Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	Deliberative Decision Making	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	Conflict Management	Helpfulness	Decisiveness	Analytical Thinking	Compliance	Generating and Expressing Enthusiasm
Driving Results	Negotiating	Service Focus	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	Active Listening	Relationship Building	Organizational Citizenship	Scientific Acumen	Safety Focus	Achievement Motivation and Perseverance
Managing Innovation	Communicating	Collaboration and Teamwork	Information Seeking	Business Acumen	Process Management	Self-Awareness
Managing Quality	Instructing	Organizational Savvy			Time Management	Adaptability
Team Building		Global Mindset			Planning and Priority Setting	Initiating Action
Coaching and Developing Others					Organizing and Documenting Information	Accountability
Delegating					Applying Standard Practices	Professionalism
Fact-Based Management						Continuous Learning
Strategic Talent Management						Extended Task Focus
Directing						Comfort with Ambiguity