

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



