

Executive Assistants provide support for high-level company executives by performing job duties such as managing communication, maintaining schedules, preparing documents, and coordinating resources. They act as a key point of contact for internal and external stakeholders, and prepare both company facing and sometimes confidential communications.

Example positions

Executive Secretary, Executive Administrative Assistant, Executive Business Administrator, Administrator Business Partner, Lead Administrative Assistant, Personal Assistant

COMPETENCIES

Accountability - Executive Assistants take responsibility for their own performance and accept full ownership of issues, problems, and opportunities, regardless of the source.

Communicating - They provide the information required by others in a concise, direct, and unambiguous way. They perceive how the message affects the receiver and strive to ensure that the receiver clearly understands the specifics and function of the message.

Quality Focus - They ensure that all work in their own area of the business, throughout the organization, by vendors, suppliers, etc. is performed with excellence and to high standards for quality and integrity.

Composure and Resiliency - Executive Assistants deal effectively with pressure, maintain focus and intensity, and remain optimistic and persistent, even under adversity. They recover quickly from setbacks, rejections, and conflicts, and maintain self-control in the face of hostility or provocation.

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

Professionalism - They set high standards and serve as role models for work performance, ethical conduct, and respect for others. They consistently conduct themselves in a manner consistent with generally accepted moral principles and values and within the guidelines and best practices of their profession.

Conflict Management - Executive Assistants address problems openly and objectively and bring substantial conflicts and disagreements into the open with the intention of resolving issues in an unemotional and constructive manner.

Adaptability - They demonstrate the ability to work effectively and shift course when external influences affect an initial plan, condition, or situation. They are willing to change their own ideas or perceptions on the basis of new information or evidence and are able to alter standard procedures when necessary and juggle multiple demands as required.

Initiating Action - Executive Assistants tend to be self-starters and often demonstrate a sincere positive attitude toward getting things done and will seek out additional responsibilities that may go beyond the scope of their formal job description.

Representative behaviors

- Stays on top of open issues and opportunities in order to drive them to closure
- Readily shares information with the appropriate people in a timely manner
- Demonstrates great attention to detail
- Thinks through what is needed to meet goals in terms of people and time frames
- Interacts with others in ways that build trust and loyalty
- Maintains composure in challenging interpersonal situations
- Handles unexpected questions and attitudes with calmness and flexibility
- Performs work tasks before being asked or before the situation necessitates action



JOB MODEL

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