

GENERAL DESCRIPTION OF CLASS

The EXECUTIVE SUPPORT SPECIALIST 1 provides confidential secretarial support and performs or coordinates administrative work for upper level agency management positions **(typically division, or section administrators)**. Some employees in this class may supervise the work of employees who provide secretarial and clerical support in the offices of upper level managers.

DISTINGUISHING FEATURES

This is the first level of a two-level series. Employees in this class perform confidential secretarial support and perform or coordinate administrative work for upper level agency managers. It is distinguished from the higher level by absence of responsibility for actively participating as part of the agency management team and completing assignments received as part of the management team.

DUTIES AND RESPONSIBILITIES

Allocation of positions to this class will depend on the total work performed which may include one or a combination of the duties or tasks listed below.

1. **Secretarial Support.** Typical tasks: anticipates supervisor's needs by furnishing information required for official reply to correspondence and other official acts; locates, assembles, edits, and summarizes material, information, and data for administrative action; maintains written control of materials received, routed, assigned, or disposed of in the agency; may take and transcribe dictation of confidential, technical, or legal information; records and transcribes proceedings of meetings and conferences; researches information and composes correspondence, reports, memos and other documents; maintains supervisor's calendar and advises supervisor of commitments; makes arrangements for meetings and special conferences; arranges travel itinerary and accommodations; prepares and submits travel and expense claims; maintains files of correspondence, reports, instructions, guidelines, and similar material frequently referred to by supervisor; opens, scans, or reads, and distributes mail; receives, interviews, and screens callers and visitors; serves as communication link between administrative superior and agency staff, Governor's office, legislative staff, other State agency directors or their staff, Federal government personnel, and/or the public; responds to complaints or concerns by obtaining all pertinent details and contacting appropriate agency official or

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department for necessary action.

2. **Administrative Duties.** Typical tasks: may compile information used in the preparation of the biennial budget; may monitor monthly and quarterly expenditure against adopted budget; may compile information on a variety of subjects related to agency operation at the request of the administrative superior; performs session and interim legislative tracking activities by working with legislative committee staff to obtain information on scheduled work sessions and hearings, maintaining a central filing system for all agency related legislation, and/or supporting testimony, scheduling and other information for agency managerial staff; solicits information for a monthly or quarterly agency newsletter; maintains appropriate records for agency related Administrative Rules; makes arrangements for Administrative Rules hearings by scheduling hearing room and court reporter and notifying all appropriate persons; reviews and updates monthly attendance reports; maintains personnel records, inventory records of supplies, equipment, and materials and orders supplies for immediate office.
3. **Supervision.** Typical tasks: may supervise employees providing secretarial and clerical support in the office of the administrative superior; assigns and distributes work; reviews completed work; prepares work and vacation schedules; authorizes overtime; interviews and hires or effectively recommends hiring of clerical staff; trains employees; evaluates staff performance; initiates disciplinary actions; prepares position descriptions and work plans; resolves problems related to the work performed by the clerical staff. All information directed to the administrative superior is received by employees in this class who are responsible for smoothly and efficiently prioritizing and scheduling the people, events, and items requiring attention. Employees act on behalf of the administrative superior when scheduling and arranging appointments, meetings, and conferences, and when coordinating specific agency-wide projects or activities.

RELATIONSHIPS WITH OTHERS

Employees in this class have regular telephone and in person contact with staff throughout the department or agency, staff from other departments and agencies, the Governor's office, legislative staff, the press, and/or the public. Employees act on behalf of the administrative superior when scheduling and arranging appointments, meetings, and conferences, and when performing special projects or assignments.

SUPERVISION RECEIVED

Employees in this class work under the general direction of an administrative superior who reviews work on a daily basis through informal conferences. Written assignments are reviewed upon completion for accuracy, timeliness, quality and conformance to State laws,

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Administrative Rules, and bulletins, agency policies and procedures, and correct secretarial procedures.

SUPERVISION EXERCISED

Employees in this class may plan, assign, and review the work of clerical employees who provide secretarial and clerical related support in the administrative office of upper level managers. Employees in this class evaluate the performance of the clerical employees by reviewing completed forms, documents and records, observing employees handling in person and telephone contacts with agency staff, business and professional people, and the general public, and conferring regularly with individual employees.

GENERAL INFORMATION

Positions are found in central and remote locations throughout State government (e.g., general government agencies, human or natural resource agencies, correctional, mental health, or higher education institutions, hospitals, etc.). They require the willingness to work within the environment associated with the position's location.

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KNOWLEDGE, SKILLS, AND ABILITIES (KSA)

General knowledge of proper grammar, punctuation, spelling, capitalization, and sentence structure.

Basic knowledge of arithmetic (addition, subtraction, multiplication, division and percentages).

Basic knowledge of the principles of work organization and simplification.

Skill in performing a variety of functions at a secretarial support level requiring decision making within established rules, policies, or procedures.

Skill in composing routine memos, letters and other correspondence for own or administrative superior's signature.

Skill in communicating orally with a variety of people at all levels.

Skill in making independent judgments and decisions concerning a course of action to be taken.

Skill in operating office equipment such as dictation equipment, typewriter, calculator, microfiche, and photocopier.

Skill in typing (proficiency levels will be based on individual position requirements).

Ability to coordinate work activities between sections within the department or agency or between departments and agencies.

Ability to maintain confidentiality of agency or personnel records.

Ability to learn agency programs, operations, policies, and procedures affecting assigned work.

Some positions in this class may require one or more of the following:

Skill in operating a computer terminal or microcomputer to enter, update, correct and retrieve information, or to utilize word processing capabilities.

Ability to monitor budget expenditures and make projections for future budgeting.

Ability to supervise (e.g., hire, train, assign and review work, motivate, prepare performance evaluations, and handle disciplinary actions).

Ability to perform session and interim legislative tracking activities.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. ABILITIES may be required for initial consideration, at any time during the selection process, or during a trial service period as a final stage of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for **all** positions in this class. Additional KSA requirements will be explained on the recruiting announcement.

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Adopted 1/90

Revised

Examples of work are typical of duties assigned to this class. No attempt is made to describe every duty performed by all positions in this class.

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