



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
EXECUTIVE ASSISTANT	31	F	2.209

Executive Assistants provide the highest level of administrative and secretarial support to a dean or higher-level executive in the Nevada System of Higher Education (NSHE). Assigned responsibilities include facilitating management processes by acting with authority and as an intermediary on delegated administrative support matters which require independent judgment, initiative, and discretion in making determinations on varied problems and situations regarding issues of importance to the executive. Incumbents may work independently or serve as the executive's office manager and supervise lower level administrative support staff.

Only one position at this level may be assigned to a NSHE executive. The reporting relationship alone is not sufficient to warrant allocation to this class. In order to be allocated to this level, the position must be assigned duties comparable to the representative duties listed below.

Positions in this class are distinguished from Administrative Assistants by the complexity of problems and issues which impact the executive's area of responsibility; the frequency and content of personal contacts with the governor's staff, legislators, college/university administration, and representatives of external entities including the media; the consequence of error associated with communications, actions and decisions; and the knowledge, skills and abilities required to assist the highest level executives. While some duties assigned to positions in this class may seem similar to those of positions in the Administrative Assistant series, there are significant differences in the scope of responsibility, consequence of actions and decisions, and in the personal contacts typical of positions at this level.

REPRESENTATIVE DUTIES

Provide executive assistance in resolving administrative questions and issues not requiring the personal attention of the executive; act in an administrative liaison capacity in conferring with managers, government officials, and representatives of other organizations concerning the interpretation of rules and regulations related to program activities and operations; transmit directives, instructions and assignments; and follow up on status of assignments with department staff.

Read and screen incoming correspondence and reports; make preliminary assessment of the importance of materials based on instructions from the executive, agency activities, and the predetermined, ongoing priorities of the organization; resolve matters personally within parameters established by the executive, and forward materials to appropriate managers and staff for analysis and reply; follow up as required to ensure responses are timely and in conformance to established standards.

Receive and screen incoming calls and visitors; evaluate requests and inquiries; determine which are priority matters and alert the executive accordingly; make decisions to page or contact the executive at off-site locations in critical situations; make referrals to appropriate administrative staff or provide requested information as appropriate.

Maintain current knowledge of issues, problems, situations, and activities of special interest to the executive regarding the organization as a whole and its divisions and programs; monitor media coverage and alert the executive to new developments or articles of interest.

Coordinate and facilitate the executive's calendar to schedule appointments and engagements; arrange conferences, meetings and hearings for commissions, boards, or other bodies; make travel, lodging and meeting

REPRESENTATIVE DUTIES (cont'd)

room arrangements including public address systems, teleconferencing, refreshments, and other amenities; ensure agendas, background information, minutes and other pertinent materials are prepared and distributed; maintain official records of such meetings in the form of tapes, minutes, or other media.

Compose correspondence and prepare administrative reports and/or financial records, relying on a variety of source material; respond to requests for information regarding programs and activities; provide administrative data, and communicate the activities, views, and commitments of the executive.

Review, proofread and edit documents prepared for the executive's signature; ensure work product quality and quantity control by reviewing documents, reports, forms, records, or other materials for content, completeness or accuracy; ensure proper grammar, punctuation, spelling and usage as well as appropriate distribution and archiving.

Respond to inquiries from external entities, exercising discretion in disseminating information; describe programs, functions and activities; explain established regulations, policies, and legislative proposals; evaluate new regulations or legislative proposals and potential ramifications in order to inform, update or advise departmental and outside personnel.

Participate in staff meetings; make assignments to program managers, based on the executive's instructions, for studies or projects involving such matters as program coordination, administrative policy, budget, internal controls, and report preparation; indicate nature of work required and due dates; record meeting minutes and transcribe.

Conduct research and studies relating to operations and procedures; gather, analyze and interpret data to develop recommendations on problems affecting programs, operations, and procedures; confer with managers regarding historical precedents, actions and justifications; upon approval, ensure the implementation of new procedures and inform managers of changes.

Schedule and coordinate the work activities for various administrative, secretarial and clerical support staff to facilitate the adherence to and accomplishment of work objectives; serve as supervisor or leadworker to subordinate personnel as assigned; train and orient staff to agency policies, standards and procedures; oversee and direct activities to ensure efficient and effective operation of the executive's office.

Participate in development of the executive office budget; prepare narrative and statistical justifications in support of requests for additional funding; monitor, review and approve expenditures within authority delegated by the executive and in accordance with established purchasing procedures; conduct research related to the cost, quality, applicability and effectiveness of new or improved office equipment and systems.

Organize and maintain confidential records and files for the executive; ensure the security of privileged information in accordance with federal and State laws and regulations; authorize access to information as appropriate.

Participate in the development and enhancement of automated systems, equipment, and networks within the organization; provide input regarding current and anticipated administrative requirements; recommend additional equipment, system upgrades or other technological advancements.

Plan, organize, coordinate and oversee special projects and assignments relative to the organization as requested by the executive.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and five years of progressively responsible administrative support experience which included overseeing administrative office activities, maintaining complex records, and coordinating administrative communication including written and oral information to various managers and work groups; **OR** one year of experience as an Administrative Assistant IV in Nevada State service which included administrative support duties as described above; **OR** an equivalent combination of education and experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: functions and operation of an administrative office. **Working knowledge of:** principles of supervision and training if applicable to the assignment; maintenance of budget and financial records. **Ability to:** provide administrative assistance and secretarial support to a college/university executive; communicate clearly and convey detailed and complex information to others on behalf of the executive; perform specialized program support duties which require analytical and creative thinking; supervise and oversee the work of subordinate staff as assigned; plan, develop and implement production goals, work performance standards and specific processes and procedures required to complete projects and ongoing assignments; manage the executive's calendar as requested; receive and respond to inquiries involving complex and sensitive issues which directly impact staff, operations and activities; make operational decisions related to program support activities and office management within established limits of authority; review, apply and explain complex laws, regulations, requirements, restrictions and standards to program clientele, representatives of external entities, internal work groups, and others; research and investigate complex questions and issues requiring the review and consideration of historical data, current developments and probable outcomes; compose effective correspondence, announcements, training materials, narrative summaries and reports, proposals and recommendations, and other written materials; compile and analyze records, numerical and descriptive information from forms, applications, contracts, spreadsheets, invoices and other materials; assist staff in resolving computer and software related problems and malfunctions. **Skill in:** operation of personal computers including word processing, spreadsheet, database management and associated business applications; operation of office equipment such as copiers, calculators, facsimile machines, printers, and other equipment.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: communication and public relations techniques. **Working knowledge of:** State regulations and requirements related to purchasing, budget development and maintenance, and personnel administration; mission, functions, programs, activities and applicable operating policies, laws, regulations, policies and procedures of the organization to which assigned.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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ESTABLISHED: 7/1/01P
10/4/00PC
REVISED: 7/1/05R
REVISED: 1/20/06UC