

Job Performance Planning and Evaluation Program

JOB PERFORMANCE CATALOG
For

ADMINISTRATIVE SERVICES ASSISTANT 2
and

ADMINISTRATIVE SERVICES ASSISTANT 1 flexing
to Administrative Services Assistant 2 positions

To be used for developing Job Performance Plans
effective November 1, 2008

ADMINISTRATIVE SERVICES ASSISTANT 2

Major Job Responsibilities

- 7156. Designs Projects, Programs, or Procedures
- 7157. Manages Projects, Programs, or Procedures
- 7158. Prepares Written Reports
- 7159. Prepares Budgets and Program Objectives
- 7160. Cooperation and Technical Assistance
- 7161. Decision Making/Problem Solving
- 7162. Conducts Meetings to Gather or Review Information
- 7163. Maintains Records, Reports, and Manuals
- 7164. Policy Interpretation and Implementation
- 7165. Supervision
- 7166. Training
- 7167. Data Analysis

** NOTE: The above responsibilities are written so as to be applicable to the wide variety of positions within this classification. Any given employee is likely to have major job responsibilities which do not appear on this catalog. Please add or revise job responsibilities as necessary when writing Job Plans.

7156. Designs Projects, Programs, or Procedures

- 7156A. Regularly proposes and evaluates new projects, programs, or procedures and techniques for the purpose of enhancing the effectiveness and efficiency of departmental services.
- 7156B. Proposes and assigns projects, programs, or procedures that are "state-of-the-art" and are fully defensible to other experts in the field.
- 7156C. Develops projects intended to gather information that are logically planned and designed to obtain all information necessary for the intended purpose, permitting clear and unambiguous inferences and conclusions.
- 7156D. Designs operational programs that are both technically sound and operationally feasible. Identifies obstacles to operational effectiveness, and includes means of monitoring program effectiveness and overcoming deficiencies in the design.
- 7156E. Identifies, devises, and establishes procedures necessary for the execution of projects and programs, including those necessary for interaction with other divisions or agencies.

7157. Manages Projects, Programs, or Procedures

- 7157A. Establishes and communicates realistic schedules for conduct of projects to subordinate and superior employees.
- 7157B. Routinely monitors projects to confirm that they are carried out as designed, are technically sound, and are progressing on schedule.
- 7157C. Where schedules cannot be met, persons affected by the project are promptly alerted, and a sound means of expediting completion of the project is devised.
- 7157D. Clearly communicates procedures, project and program schedules to affected staff.

7158. Prepares Written Reports

- 7158A. Prepares all reports as requested and within agreed-upon time schedules.
- 7158B. Thoroughly reviews information provided in reports to insure accuracy.
- 7158C. Clearly notes limitations of conclusions or inferences.
- 7158D. Logically develops and supports recommendations or conclusions, noting and alternatives when possible.
- 7158E. Writes clear, concise, and accurate reports that contain all relevant information appropriate for the intended audience.

7159. Prepares Budgets and Program Objectives

- 7159A. Links program objectives clearly and logically to budget proposals.
- 7159B. Anticipates all costs associated with a program. Realistically estimates costs and expenditures using past data, estimates obtained from vendors and other sources.
- 7159C. Prepares action plans and schedules for all program objectives and reviews with staff members affected by the program.

7160. Cooperation and Technical Assistance

- 7160A. Provides constructive suggestions for improving personnel procedures. Effectively acts as a resource by willingly sharing information and expertise.
- 7160B. Establishes effective working relationships with departmental staff, staff of other agencies, and key members of the public.
- 7160C. Appropriately links agency staff with needed resources. Identifies problems and concerns and acts as a liaison between staff or agencies in resolving them.
- 7160D. Demonstrates tact in dealing with others in difficult or unpleasant circumstances, and shows flexibility in handling unexpected situations.
- 7160E. Keeps appointments and responds promptly and appropriately to correspondence, complaints, and inquiries.

7160F. Represents the department, division, or section in a professional manner when attending meetings or conferences.

7161. Decision Making/Problem Solving

7161A. Recognizes when to make a decision independently and when to consult the supervisor or other staff.

7161B. Accurately determines critical and noncritical aspects of a situation, and gathers information according to these priorities.

7161C. Assimilates all relevant information and considers possible alternatives in making decisions or reaching solutions.

7161D. Appropriately and effectively incorporates decisions into plans and/or actions.

7162. Conducts Meetings to Gather or Review Information

7162A. Arranges meetings in advance and with prior communication to participants regarding purpose and significance of meeting.

7162B. Ensures that materials and structure of the meeting are appropriately arranged and planned in advance.

7162C. Clearly and personably explains purpose of meeting, and responds effectively to questions.

7162D. Controls course of the meeting; answers relevant questions but does not allow meeting to digress or "waste time."

7162E. Obtains and clarifies all relevant information; listens well, asks appropriate questions.

7162F. Maintains composure, resolves conflicts, and enhances enthusiasm of group by example.

7162G. Closes meeting in positive way, on time, expressing appreciation and explaining what will happen next.

7163. Maintains Records, Reports, and Manuals

7163A. Updates and maintains pertinent records, reports, and manuals in an orderly manner. Maintains correspondence and other documents to ensure easy retrieval when needed.

7163B. Strives to make improvements in record-keeping systems.

7163C. Only allows authorized persons access to personnel files.

7164. Policy Interpretation and Implementation

- 7164A. Provides meaningful input into policy development.
- 7164B. When needed, provides accurate and complete facts on current and past policies, procedures, and regulations.
- 7164C. Provides, with limited supervision, clear and accurate interpretation of policies and procedures.
- 7164D. Successfully adapts to changes in policy and procedure, insuring that modifications are effectively implemented.
- 7164E. Monitors implementation of policies and procedures, remaining alert to problem areas. When problems are identified, promptly makes appropriate suggestions for their resolution.

7165. Supervision

- 7165A. Assigns work to employees to maximize unit effectiveness.
- 7165B. Interviews and screens applicants as vacancies occur and makes recommendations for appointments.
- 7165C. Insures that new employees are provided a thorough and complete orientation to their job and the work unit.
- 7165D. Identifies training needs of staff and develops training plans to enhance staff competence.
- 7165E. Available for consultation with staff to clarify assignments or resolve problems. Regularly provides feedback to employees regarding their job performance. Manages substandard performance in a tactful and constructive manner.
- 7165F. Ensures staff is informed of changes in policy and procedure affecting their job responsibilities.
- 7165G. Handles disciplinary actions or grievances objectively and effectively.

7166. Training

- 7166A. Reserves appropriate meeting room, and delivers all materials and supplies on time. Notifies participants of training arrangements in advance.
- 7166B. Clearly conveys course objectives to participants. Presents training content clearly and systematically. Listens and responds

to questions of participants, and ensures discussions remain on subject.

7166C. Uses printed and/or audio-visual materials appropriately to enhance instructional content.

7166D. Constructively handles differences of opinion and criticism.

7167. Data Analysis

7167A. Independently identifies sources of relevant data.

7167B. Utilizes or appropriately instructs others in use of calculators to perform data analyses correctly.

7167C. Correctly selects and interprets statistics.

7167D. Conducts analyses using correct computer programs. If necessary, writes programs to analyze data.

7167E. Appropriately dates and labels working documents.

7167F. Carries out routine analyses independently, without need for extensive supervision or correction by others.