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|----------------------------|-----------------------|------------|-----------------------|
| Title:                     | Effective Date:       | Grade:     | Job Category:         |
| <b>Executive Assistant</b> | <b>June 24, 2017</b>  | <b>XII</b> | <b>Admin. Support</b> |
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### *CHARACTERISTICS OF WORK*

This position provides high-level administrative support by conducting research, preparing reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings.

### *EXAMPLES OF WORK*

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas State Highway and Transportation Department is an "at will" employer.

- Open, sort, and distribute incoming correspondence, including faxes and email.
- File and retrieve documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Read and analyze incoming memoranda and reports in order to determine their significance and plan their distribution.
- Prepare responses to correspondence containing routine inquiries.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- Prepare agendas and make arrangements for committee and other meetings.
- Make travel arrangements for executives and complete expense reimbursement forms.
- Compile, transcribe, and distribute minutes of meetings.
- Manage and maintain executives' schedules.
- Prepare invoices, reports, memoranda, letters and other documents using word processing, spreadsheet, database and/or presentation software.
- Respond to inquiries for information from the public and staff, and refer to other staff where appropriate.
- Interpret and explain Department policies and procedures in response to requests, or refer inquiries as appropriate.
- Proofread for accuracy, correct form, content and proper English usage.
- Provide follow-up to assignments given to management staff by assigned executive.
- Maintain positive working relationships with coworkers, other Department employees and the public.
- Operate under demanding conditions with heavy workload, time pressures and confidentiality.
- Demonstrate interpersonal competency, relating well at all levels of the organization.

### *MINIMUM REQUIREMENTS*

The educational equivalent to a bachelor's degree from an accredited college or university plus six years of experience supporting executives in a fast-paced environment and handling a wide range of administrative tasks, organizing meetings and arranging travel OR the educational equivalent to a high school diploma plus ten years of experience supporting executives in a fast-paced environment and handling a wide range of administrative tasks, organizing meetings and arranging travel. Knowledge of English usage, spelling, grammar and punctuation. Knowledge of business letter writing, report and presentation writing, recordkeeping principles/procedures, business mathematics and simple statistics. Ability to interpret and explain pertinent Department policies and procedures. Ability to independently perform confidential administrative support duties with speed and accuracy. Ability to analyze situations carefully and adopt effective courses of action. Ability to communicate effectively both orally and in writing. Strong organizational skills. Detail-oriented, self-started with the ability to handle multiple tasks and interactions with people in a constantly changing environment. Ability to work effectively and interact appropriately with a diverse array of people, including senior level management. Strong knowledge of and advanced skills in Microsoft Word, Excel, and Outlook.

*("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)*

**A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.**