OFFICE DYNAMICS
INTERNATIONAL

STAR-PERFORMING
ADMINISTRATIVE
COMPETENCIES

CORE
COMPETENCY
ASSESSMENT

STAR-PERFORMING ADMINISTRATIVE COMPETENCIES: HOW DO YOU MEASURE UP?
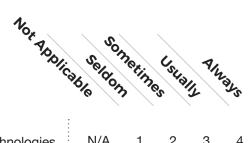
DIRECTIONS

Under each core competency is a condensed list of behaviors that star-performing assistants display. For each one, circle the number representing how often you perform the action well based on your personal evaluation. Be objective.
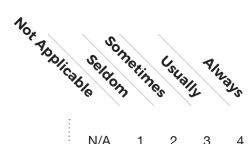
	Not Applicable	Seldom	Sometimes	Usually	Always
Appointment Management					
Gathers necessary information related to appointment.	N/A	1	2	3	4
Focuses on day-to-day planning and calendar to optimize time while addressing pertinent priorities and requests.	N/A	1	2	3	4
Uses a holistic approach to scheduling appointments.	N/A	1	2	3	4
Leaves on time at the end of the day for leader to wrap up and prepare for the next day.	N/A	1	2	3	4
Research and filters information or pre-reads; selectively supplies appropriate information for leader to save time.	N/A	1	2	3	4
Attitude Management					
Focuses on self-change rather than trying to change others.	N/A	1	2	3	4
Leverages criticism for growth.	N/A	1	2	3	4
Recognizes when their negative attitude is affecting their work.	N/A	1	2	3	4
Handles challenging personality styles with aplomb.	N/A	1	2	3	4
Finds humor in some difficult situations.	N/A	1	2	3	4
Business Acumen					
Thinks strategically.	N/A	1	2	3	4
Knows your company's and organization's vision & mission.	N/A	1	2	3	4
Knows about your company's industry.	N/A	1	2	3	4

	Not Applicable	Seldom	Sometimes	Usually	Always
Knows your organization's financial cycles and plans accordingly when making purchases.	N/A	1	2	3	4
Knows and uses business acumen (examples: ROI, POC, SaaS, KPI, COB, SMART, MBO, CR, DR, FIFO, IPO, ROCE, P&L, CAPEX, IP, OS, etc.) *See page 26 for explanation of each acronym.*	N/A	1	2	3	4

Career Management/Professional Development

Sets performance goals in line with department or company mission.	N/A	1	2	3	4
Seeks advice from mentors or superiors.	N/A	1	2	3	4
Develops a diverse support system at work.	N/A	1	2	3	4
Tackles new assignments that are outside comfort zone.	N/A	1	2	3	4
Actively participates in a variety of learning methodologies.	N/A	1	2	3	4

Communications

Assertively establishes deadlines with others.	N/A	1	2	3	4
Adept at delivering difficult messages in a tactful manner.	N/A	1	2	3	4
Gets detailed information regarding projects to reduce rework.	N/A	1	2	3	4
Able to have successful critical conversations with higher-positioned individuals.	N/A	1	2	3	4
Understands the diversity and dynamics within a team and tailors communication to meet those needs.	N/A	1	2	3	4

Leadership

Steers outcomes for improvement.	N/A	1	2	3	4
Makes tough, unpopular decisions.	N/A	1	2	3	4
Anticipates future needs of the department or leader and leads the process.	N/A	1	2	3	4
Promotes a "healthy" work spirit.	N/A	1	2	3	4
Generates ideas.	N/A	1	2	3	4

Manager/Executive Support

Focuses attention on the executive's most important priorities.	N/A	1	2	3	4
Responsive to the emerging needs and requirements of the executive.	N/A	1	2	3	4
Comfortable with "uncomfortable" conversations.	N/A	1	2	3	4
Initiates daily touch-base meeting to confirm daily priorities, clarify assignments, get answers to questions, or resolve open issues.	N/A	1	2	3	4
Ensure executive is organized, on-time and well-prepared for whatever lies ahead.	N/A	1	2	3	4

	Not Applicable	Seldom	Sometimes	Usually	Always

Managing Office Technology

Proactive and positive about learning new and emerging technologies.	N/A	1	2	3	4
Maintains digital files in a systematic manner.	N/A	1	2	3	4
A "go-to" person who can accurately answer technology questions.	N/A	1	2	3	4
Seeks out training on technology and attends any company-offered training to stay on top of new trends.	N/A	1	2	3	4
Processes updates on smartphone, tablet, and computer regularly and as soon as they become available.	N/A	1	2	3	4

Meeting Preparation and Implementation

Targets focus on meetings and logistics, including background preparation and briefing manager.	N/A	1	2	3	4
Execution of all important steps in the following meeting stages:	N/A	1	2	3	4
Works skillfully with outside peers to coordinate external	N/A	1	2	3	4
Knows whether to provide "simple" or "detailed" briefing for executive.	N/A	1	2	3	4
After the meeting, follows up with meeting attendees to coordinate Communication to meet those needs.	N/A	1	2	3	4

Meetings - Virtual

Comfortable using various platforms (Microsoft Teams, Zoom, GoTo Meeting, etc.)	N/A	1	2	3	4
Adept at using virtual meeting platforms' features (recording, enabling sharing, monitoring chat, display documents, use whiteboard, etc.).	N/A	1	2	3	4
Comfortable greeting participants and conversing with them on behalf of leader when leader is delayed or needs to leave early.	N/A	1	2	3	4
Actively participates in virtual meeting management by offering thoughtful suggestions, ensures everyone has the opportunity to speak, and the meeting stays on topic.	N/A	1	2	3	4
Adept at scheduling virtual meetings (encrypted, secure access entry, waiting room, tracking responses, sending pre-reads/agendas) and tracking deliverables for post-meeting action.	N/A	1	2	3	4

Office Organization

Has a reputation for a clean, well-equipped workspace.	N/A	1	2	3	4
Has a system for tracking active and pending projects and tasks.	N/A	1	2	3	4
Maintains a follow-up log for work, and a "ticker file" for weekly, monthly, quarterly, and annual tasks.	N/A	1	2	3	4
Has a digital filing system that allows quick retrieval of files.	N/A	1	2	3	4
Doesn't have to be "pinged" to complete tasks or projects because self-directed tracking method enables meeting deadlines.	N/A	1	2	3	4

	Not Applicable	Seldom	Sometimes	Usually	Always

Problem-Solving/Solution-Oriented

Addresses potential problems before they occur.	N/A	1	2	3	4
Evaluates positive or negative outcomes of each possible solution.	N/A	1	2	3	4
Knows when to let a problem incubate.	N/A	1	2	3	4
Takes responsibility for consequences of actions.	N/A	1	2	3	4
Manages to find solutions with minimal direction.	N/A	1	2	3	4

Professional Behavior

Remains clear-headed when working under pressure.	N/A	1	2	3	4
Faces new challenges as opportunities vs. roadblocks.	N/A	1	2	3	4
Recognized as an extremely willing "go to" individual for solving difficult issues.	N/A	1	2	3	4
Displays diplomacy when interacting with colleagues and upper management.	N/A	1	2	3	4
Accepts suggestions for improvement without responding defensively.	N/A	1	2	3	4

Professional Image/Brand

Applies business acumen.	N/A	1	2	3	4
Consistently demonstrates a professional presence, including a high degree of tact and diplomacy.	N/A	1	2	3	4
Exudes confidence.	N/A	1	2	3	4
Maintains a professional presence on social media platforms (LinkedIn, Facebook, Instagram, Twitter, organization and/or company website, etc.).	N/A	1	2	3	4
Workspace reflects the image desired by the organization.	N/A	1	2	3	4

Supporting Multiple Managers

Looks ahead to upcoming projects to plan time accordingly.	N/A	1	2	3	4
For large projects, is able to receive materials and organize them in a way that prevents overload or overlooking segments.	N/A	1	2	3	4
Keeps multiple managers individually informed on their projects and status of work.	N/A	1	2	3	4
When supporting multiple managers, communicates the status of each manager's project in relation to other projects.	N/A	1	2	3	4
Solicits ideas from multiple managers when unsure of work priorities.	N/A	1	2	3	4

Task and Project Management

Evaluates work habits for greater efficiency, purposely seeks and creates methods to streamline processes.	N/A	1	2	3	4

	Not Applicable	Seldom	Sometimes	Usually	Always
Gives attention to details when performing tasks.	N/A	1	2	3	4
Shifts attention to moving beyond task work to focus on maximizing the functions within his/her role and area.	N/A	1	2	3	4
Institutes day-to-day processes for managing the range of issues, tasks, and daily events that occur.	N/A	1	2	3	4
Appropriately aggressive in accomplishment of tasks required to ensure success.	N/A	1	2	3	4

Teamwork

	Not Applicable	Seldom	Sometimes	Usually	Always
Cultivates strong relations across the organization leading to improved output.	N/A	1	2	3	4
Proactive about improving working relationships.	N/A	1	2	3	4
Identifies and bridges communication gaps across teams and generations, and respecting culture and diversity within the work environment.	N/A	1	2	3	4
Demonstrates leadership among administrative peers.	N/A	1	2	3	4
Applies emotional intelligence; facilitates situations for a positive outcome.	N/A	1	2	3	4

Technology Skills

	Not Applicable	Seldom	Sometimes	Usually	Always
Utilizes digital to-do lists, folders and/or email.	N/A	1	2	3	4
Troubleshoots hardware and software problems.	N/A	1	2	3	4
Incorporates graphics, charts, or images to enhance visual appearance of documents or presentations.	N/A	1	2	3	4
Uses keystroke shortcuts to streamline processes.	N/A	1	2	3	4
Strong technical skills: Microsoft Word, PowerPoint, Excel, Outlook, Teams, SharePoint, OneDrive, iPhones, iPads, etc.	N/A	1	2	3	4

Time and Energy Management

	Not Applicable	Seldom	Sometimes	Usually	Always
Completes important projects in a timely, efficient manner above and beyond the minimum required.	N/A	1	2	3	4
Effectively manages energy and stress levels for optimum sustained performance.	N/A	1	2	3	4
Breaks down complex projects into more manageable tasks.	N/A	1	2	3	4
Evaluates work habits for greater efficiency.	N/A	1	2	3	4
Maps out steps, execution, milestones and implements post assessment.	N/A	1	2	3	4

(ROI) Return on investment • (POC) Point of contact • (SaaS) Software as a service • (KPI) Key performance indicator (COB) close of business • (SMART) Specific, Measurable, Achievable, Relevant, Time bound • (MBO) Management by objectives • (CR) Credit • (DR) Debit • (FIFO) First in, first out] • (IPO) Initial public offering • (ROCE) Return on capital employed • (P&L) Profit and loss statement • (CAPEX) Capital Expenditure • (IP) Internet protocol • (OS) Operating system

REFLECTION

Based on your answers to the assessment and what you personally know about your skills and abilities, complete the below statements:

My three greatest strengths are:

1. _____
2. _____
3. _____

Use your strengths as much as possible. These are your areas of expertise. Let them shine so others can see how great you really are! A progressive leader will notice your talents and leverage them. You can only advance on the path forward by showcasing your one-of-a-kind talent.

My three greatest areas for growth are:

1. _____
2. _____
3. _____

Your goal should be to develop your "areas for growth" into "strengths," then focus on a new set of growth areas. Consistently keep these two lists active in your work. You grow by stretching into new areas and developing new skills.

Follow-Up Actions:

1. This assessment is subjective because it is your opinion of how you perform. What if your leader(s) completed this assessment? Maybe your leader would rate you higher on some items than you rated yourself. Perhaps they would see areas for growth that you did not see.

2. Ask your leader(s) to complete a duplicate assessment. You can access a clean form via OfficeDynamics.com/administrative-assistant-competencies-assessment. Schedule time to compare your answers and discuss opportunities for growth.