

II. Administrative Skills

Administrative Skills workshops increase awareness and understanding of working in or managing an office at JMU.

A. Job Skills and Departmental Knowledge

1. Personal responsibility to know the job, the department, and affected units of JMU
2. Effectively fulfills job duties following specific policies and procedures
3. Uses appropriate technology to accomplish tasks
4. Seeks training and professional development that enhances efficiency and effectiveness

B. Policies, Procedures and Processes

1. Organizes self and work to maximize efficiency
2. Uses established work routines, and relies on available systems, documents, and information
3. Creates improved methods that satisfy procedural expectations and policies
4. Ensures compliance with mandated and recommended policies, procedures and processes; collaborates with others to assure satisfaction of requirements
5. Knows when they can make decisions on their own and when they need supervisor/manager authorization
6. Keeps supervisor/manager informed of exceptions to policies/procedures/processes

C. Time Management and Organizational Skills

1. Effectively manages time to meet established deadlines; distinguishes between important (critical) and urgent tasks to prioritize and plan work to productively deal with interruptions and limitations
2. Manages projects and resources to achieve results on time, within budget, and meeting stakeholder expectations
3. Initiates work and completes it without prompting; willingly takes on tasks to benefit the work unit or peers; solves problems before they become crises; manages simultaneous projects
4. Is conscientious with details and routine activities; personal tasks are completed in a timely manner to ensure that others' interdependent tasks can also be completed in a timely manner

D. Presence and Professionalism

1. Maintains a professional appearance and demeanor; understands and practices professional and departmental etiquette and protocols
2. Expresses an attitude conducive to a productive work environment including understanding of differences in work styles, communication styles, behaviors, and viewpoints
3. Shows understanding of workplace dynamics and politics including formal and informal structures within the organization; responds with diplomacy and tact regardless of group dynamic
4. Stays informed and interacts appropriately with people in various positions and levels while respecting authority structures
5. Uses influence and networks to anticipate impact of organizational decisions, solve problems, and advance opportunities for self and others