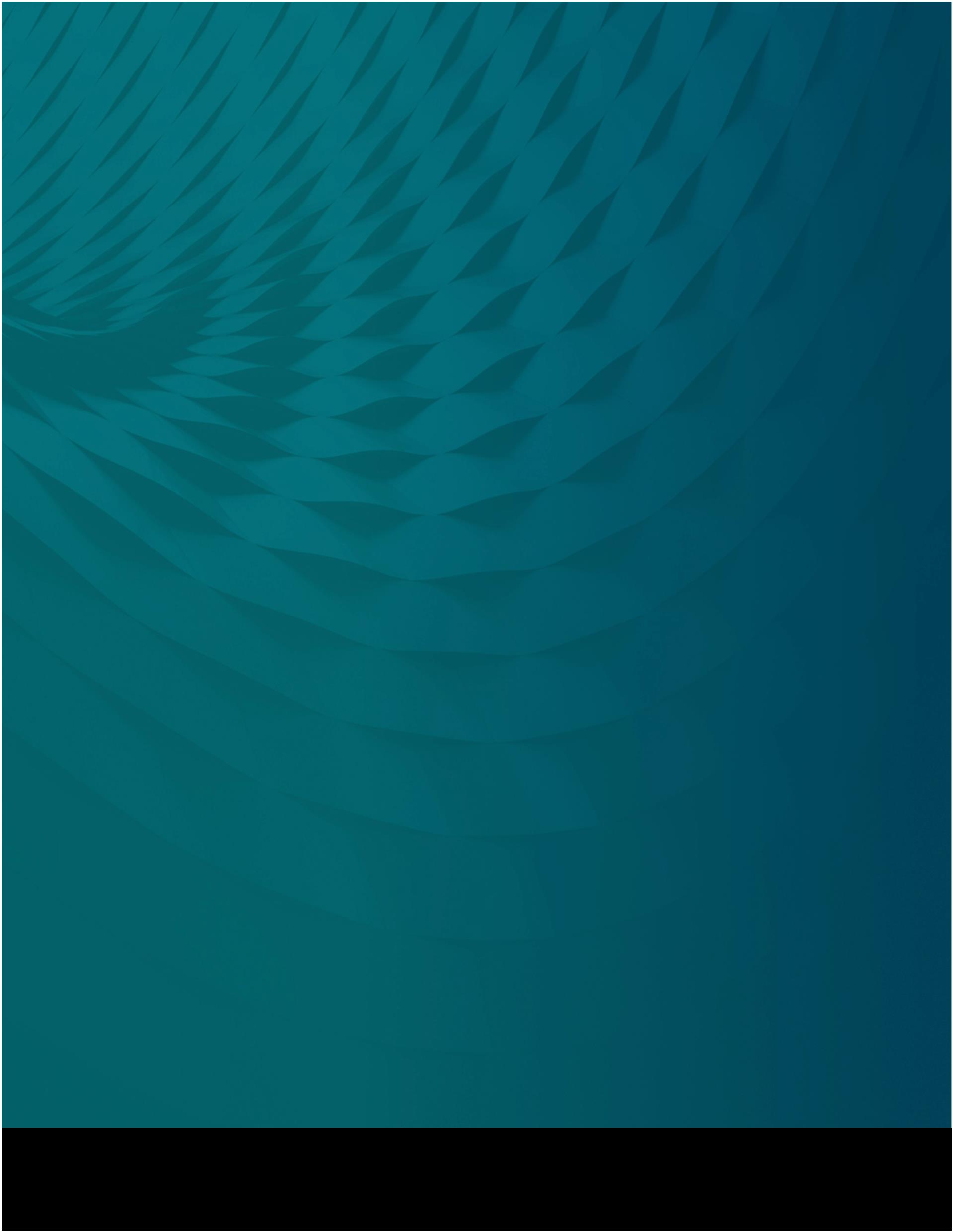
**JOB DESCRIPTION**

**Personal Assistant**

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**JOB DESCRIPTION | PA (DRAFT) CC**

March 3, 2022

**Personal Assistant**

Procedural Contributor Administration/Support/Service Secretarial

**JOB PURPOSE**

Perform a variety of administrative and secretarial tasks to optimize the time

management and performance of a manager. Tasks may involve acting as a first

point of contact, dealing with correspondence and phone calls, managing diaries,

organizing meetings and appointments, and controlling access to the manager.

**RESPONSIBILITIES**

**Handling Enquiries and Correspondence**

Answer the telephone and assist callers or those making varied enquiries by

email or mail with any requests for information, directing more complex matters

to colleagues as necessary. Initiate contact internally and externally to convey

requests, provide instructions or obtain information on behalf of a senior

colleague.

**Correspondence**

Respond to routine requests using form letters or emails and to more unusual

requests by editing templates to create customized responses.

**Document Preparation**

Prepare routine letters, memoranda, reports and similar documents following

detailed instruction. This is likely to involve using the full range of functions

within standard office software.

**Administration**

Produce, update and provide best practice support on MS documents, databases

and other departmental systems to support the work of more senior colleagues.

Tasks could include purchasing materials, entering budgetary information, time

and expense recording and similar.

**Business Meetings/Events Arrangement**

Schedule appointments, make arrangements for meetings and conferences, and

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organize travel plans following detailed instructions to facilitate business

meetings.

**Receiving Visitors**

Receive and screen visitors answering routine questions, providing them with

information or directing their requests elsewhere.

**Procurement**

Support others by carrying out simple procurement tasks. Involves following

established procedures.

**Operational Compliance**

Develop working knowledge of the organization's policies and procedures and of

regulatory codes and codes of conduct relevant to own work, adhering to

mandatory procedures to ensure own work is undertaken to the required

standards.

**Work Scheduling and Allocation**

Organize own work schedule in order to get the job done, coordinating with

support services and assigning short-term tasks to others if necessary. Provide cover for other Personal Assistants during annual leave and other absences.

**Personal Capability Building**

Develop and maintain excellent process or technical skills by participating in

assessment and development planning activities as well as formal and informal

training and coaching.

**BEHAVIORAL COMPETENCIES Ensures Accountability**

Holds self and others accountable to meet commitments. For example, holds self

to high standards and consistently honors policies, procedures, and work

requirements. Scrupulously ensures all work is correct.

**Communicates Effectively**

Develops and delivers multi-mode communications that convey a clear

understanding of the unique needs of different audiences. For example, listens

attentively and takes an interest. Keeps others well informed; conveys

information clearly, concisely, and professionally when speaking or writing.

**Customer Focus**

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Builds strong customer relationships and delivers customer-centric solutions. For

example, keeps in contact with customers to ensure problems are resolved, or to

improve customer service. Studies customer feedback and emerging customer

needs and uses these to determine some creative new ideas.

**Plans and Aligns**

Plans and prioritizes work to meet commitments aligned with organizational

goals. For example, gains a clear understanding of the main tasks needed to

complete work in the right sequence. Identifies the support and resources

needed to carry out plans; delivers on time at an acceptable quality level.

**Drives Results**

Consistently achieves results, even under tough circumstances. For example,

does what is necessary to meet goals and deliver expected results with

acceptable quality. Shows consistent effort to complete even unpleasant or

routine tasks in a timely manner; maintains work focus despite obstacles or

setbacks.

**Tech Savvy**

Anticipates and adopts innovations in business-building digital and technology

applications. For example, successfully leverages the latest technologies to

increase performance. Quickly embraces and masters new technological

advances adopted by the organization. May help others learn the terminology.

**SKILLS**

**Verbal Communication**

Uses clear and effective verbal communications skills with guidance (but not

constant supervision) to express ideas, request actions and formulate plans or

policies.

**Computer Skills**

Supports business processes with guidance but not constant supervision by

understanding and effectively using standard office equipment and standard

software packages.

**Planning and Organizing**

Works with guidance (but not constant supervision) to plan, organize, prioritize

and oversee activities to efficiently meet business objectives.

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**Policy and procedures**

Works with guidance (but not constant supervision) to develop, monitor, interpret

and understand policies and procedures, while making sure they match

organizational strategies and objectives.

**Assessment**

Works with guidance (but not constant supervision) to analyze data from multiple

sources to draw appropriate conclusions and make suitable recommendations.

**Builds Customer Loyalty**

Works at an intermediate level to make every customer interaction positive by

leaving the customer feeling understood, appreciated, and confident in the

organization's ability. Typically works with guidance.

**Call Handling**

Receives, monitors and deals with allocated customers with guidance (but not

constant supervision)

**Masters Service Conversations**

Works at an intermediate level to navigate customer conversations by leveraging

the four parts of a service conversation: open, learn, reply, and close. Typically

works with guidance.

**Numerical Skills**

Uses an understanding of numerical concepts to perform mathematical

operations such as report analysis with guidance (but not constant supervision).

**Office Systems**

Works with guidance (but not constant supervision) to select, deploy and get the

best results from the most appropriate office system.

**Strengthens Customer Connections**

Works at an intermediate level to connect with customers to strengthen the

relationship, meeting personal needs through positive customer experiences.

Typically works with guidance.

**EDUCATION**

**General Education**

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Upper Secondary School

**EXPERIENCE**

**General Experience**

Sound experience and understanding of straightforward procedures or systems

(7 to 12 months)

**Managerial Experience**

None

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