



Administrative Assistant Scorecard

Overview:

It is our Administrative Assistant's role to streamline all efforts of Filament's team for increased productivity. As Administrative Assistant, you'll play a key role in supporting company growth by creating an environment of responsiveness and caring for our team, clients, business associates, and community.

Outcomes:

- Within 3 months of hire, has taken over full management of executive team calendars and scheduling
- Within 3 months of hire, has become the primary point of contact to prompt client deadlines and obtain necessary approvals
- Within 6 months of hire, is managing billing and tracking accounts receivable

Competency:

- **Honesty/Integrity.** Does not cut corners ethically. Earns trust and maintains confidences. Does what is right, not just what is expedient. Speaks plainly and truthfully.
- **Communication.** Speaks and writes clearly and articulately without being overly verbose or talkative. Maintains this standard in all forms of written communication, including emails.
- **Attention to Detail.** Does not let important details slip through the cracks or derail a project.
- **Intelligence.** Learns quickly. Demonstrates ability to quickly and proficiently understand and absorb new information.
- **Flexibility/Adaptability.** Adjusts quickly to priorities and conditions. Copes effectively with complexity and change.
- **Organization and Planning.** Plans, organizes, schedules, and budgets in an efficient, productive manner. Focuses on key priorities.
- **Proactivity.** Acts without being told what to do. Brings new ideas to the company.
- **Calm Under Pressure.** Maintains stable performance when under heavy pressure or stress.
- **Enthusiasm.** Exhibits passion and excitement over work. Has a can-do attitude.
- **Work Ethic.** Possesses a strong willingness to work hard and sometimes long hours to get the job done. Has a track record of working hard.
- **Listening Skills.** Lets other speak and seeks to understand their viewpoints.
- **Openness to Criticism and Ideas.** Often solicits feedback and reacts calmly to criticism or negative feedback.
- **Teamwork.** Reaches out to peers and cooperates with supervisors to establish an overall collaborative working relationship.