



Job Profile – Leadership Administrative Assistants

Job Family: Leadership Administrative Support Reports to (title): Directors and Executives	Last Updated: 05/14/12
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Job Summary	Provide administrative support to one or more Directors or Executives. All employees are responsible for performing their jobs in accordance with PG&E's vision and values.			
Major Job Responsibilities	<p>Responsibilities typically include many or all of the following:</p> <ul style="list-style-type: none"> • Calendaring, Scheduling & Meeting Logistics: Manage & prioritize calendar. Arrange ongoing/recurring as well as ad hoc meetings & conference calls. Schedule conference rooms, set up audio visual or on-line meeting tools and events. Coordinate & ensure meeting logistics are in place. Reschedule appointments. May greet and escort parties to scheduled meetings. • Written & Oral Correspondence: Compose, proofread, edit & format written correspondence, agendas, and documents for signature. Assist with phones, phone screening, oral contacts & communications, take phone messages. Utilize polished professionalism and communication skills while serving as liaison on behalf of the leader or department. (Note: The balance of internal vs. external contacts, as well as the type of contact will vary by leader supported). May monitor, sort and prioritize emails for the leader, and use discretion and business judgment to respond directly or to forward to team members for response. • Refer / Delegate / Track Questions, Actions & Issues: Refer or delegate business issues or questions to others for resolution on behalf of leader or team. Follow up to ensure issue or question status & resolution. Track action items using a follow-up system, tool or process, communicate and report on status. • Documentation, Records Management & Filing: Prepare or assist in preparing documents, reports, presentations, meeting materials, documents for signature. Prepare copies, arrange materials. Process, distribute mail. May assist or coordinate maintaining information on intranet site. Maintain a records management system, including efficient filing system, document storage. • Coordinate Travel & Events: Handle all travel related aspects for individuals and groups. Arranging conference facilities, catering. Managing logistics for travel, group and events arrangements. Create detailed itineraries. Audit/monitor for adherence to corporate travel guidelines. • Office Supplies & Equipment Ordering: Order & maintain an inventory of items required. Order new equipment or schedule, service / maintenance. Order supplies. • Prepare Invoices, Purchase Orders, Expense Reports, Budgets: Assist with processing of invoices, purchase orders/requisitions & expense reports. Manage commercial card usage and reconciliation of statements. May monitor department budgets, costs. May monitor adherence to expense report policy. May include credit card administration. May maintain subscriptions, memberships. May process check & wire transfer requests. May prepare and distribute invoices, request payment. • HR, Safety, Compliance Training, Building & Asset Related Tasks: Handle HR related administrative tasks including time reporting, pay planning, performance improvement plans, performance management, organization change requests, pay change requests, rewards and recognition forms, organization chart updates, emergency lists. Order LAN ID and assets for new hires. Monitor & track staff participation in required training, reading or action including safety and compliance. Complete building services requests. May coordinate office space planning. Handle all aspects of new employee onboarding. • Create Presentations: Create, assemble, modify, proofread presentations, spreadsheets, reports. • Create Reports & Track Metrics: Manage data, metrics tracking and reporting, report creation and execution. • Backup Other Administrative Assistants: Backup and support to other Executive Assistants as required. <p>NOTE: Other responsibilities may be assigned in addition to those listed above based on the needs of the Leader and the organization.</p>			
Job Title	Directors Assistant	Senior Directors Assistant	Executive Assistant	Senior Executive Assistant
Position Title	Directors Assistant	Senior Directors Assistant	Executive Assistant	Senior Executive Assistant
PGE Job Level	Support / Specialist	Support / Specialist	Professional / Career	Professional / Career
SAP Job Code	50074207	50083026	50389711	50426076
Distinguishing Characteristics	<ul style="list-style-type: none"> • Reports to and assists Director(s) • Understands and supports function(s) reporting into the Director 	<ul style="list-style-type: none"> • Reports to and assists a Senior Director(s) • Understands and supports the single complex company-wide function or the complex multiple business functions reporting into the Senior Director 	<ul style="list-style-type: none"> • Reports to and assists an Executive • Understands and supports the multiple complex company wide functions or operating units reporting into the Executive • May lead and guide the work of other administrative support personnel. • Mentor other administrative support personnel 	<ul style="list-style-type: none"> • Reports to and assists a Senior Executive • Understands and supports the multiple complex company wide functions or operating units reporting into the Senior Executive • Typically leads and guides the work of other administrative support personnel. • Mentor and provide guidance and counseling to other administrative support personnel

Note: This document is meant to describe the general nature and level of work being performed; it is not intended to be an exhaustive list of all responsibilities, duties, and skills required for the position.



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Job Title	Directors Assistant	Senior Directors Assistant	Executive Assistant	Senior Executive Assistant
Examples of Responsibility Complexity	<ul style="list-style-type: none"> Travel arrangements are typically infrequent and for the Director, individual employees in the department or a small to mid size group with typical air, hotel, ground transportation. Meeting or conference arrangements are typically at PG&E facilities including San Ramon Conference Center. Monitor expenses for adherence to company policies and procedures, create and submit expense reports. Assist in determining building and asset related needs, process required forms and monitor progress. Schedule meetings for internal groups of employees. Resolve competing priorities. Works proactively and anticipates needs. 	<ul style="list-style-type: none"> Travel and event arrangements are often for multiple employees, with logistical complexities that may include coordinated ground transportation, conferencing facilities and equipment. Meeting or conference arrangements on occasion include hotel or other conference facilities for large groups, with logistical complexities that may include coordinating and planning for multiple speakers and site related logistics and preparation Monitor expenses for adherence to company policies and procedures, create and submit expense reports. May be involved in space planning, business office equipment evaluation and procurement. Schedule meetings for internal groups of employees. Resolve some competing priorities and scheduling conflicts by evaluating and judging business needs and priorities, working with other Executive and Sr. Executive Assistants as well as with business leaders, others across the company and outside agencies. Often works proactively, anticipating needs, coordinating additional administrative support. 	<ul style="list-style-type: none"> Travel and event arrangements are often for multiple leadership and other employees, frequently with associated logistical complexities that include coordinated ground transportation, multiple destinations and hotels, foreign destinations, group activities and event arrangements. Meeting or conference arrangements include hotel or other conference facilities for large groups, with logistical complexities that may include coordinating speakers, special guests outside of PG&E, site specific requirements determination, evaluation and selection, field trips, post conference excursions and event activities. Monitor and process a high volume of expenses, scrutinizing against policy but also for perception of expenses (i.e. limo, expensive meals, etc.) Understand unique officer related office space and setup requirements, influence PG&E building and asset personnel to meet officer specific needs. Frequently resolves scheduling conflicts by evaluating and judging business needs and priorities, working with other Executive and Sr. Executive Assistants as well as with business leaders and others across the company. Often works proactively, anticipating needs, and coordinating administrative and professional support. 	<ul style="list-style-type: none"> Travel and event arrangements are typically for multiple leadership and other employees, with associated logistical complexities that include coordinated ground transportation, multiple destinations and hotels, foreign destinations, group activities and event arrangements. Meeting or conference arrangements include hotel or other conference facilities for large groups, with logistical complexities that may include coordinating speakers, special guests outside of PG&E, site specific requirements determination, evaluation and selection, field trips, post conference excursions and event activities. Monitor and process a high volume of expenses, scrutinizing against policy but also for perception of expenses (i.e. limo, expensive meals, etc.) Understand unique officer related office space and setup requirements, influence PG&E building and asset personnel to meet officer specific needs. May assist in coordinating home based office technology specific needs. Frequently resolves scheduling conflicts by evaluating and judging business needs and priorities, working with other Executive and Sr. Executive Assistants as well as with business leaders and others across the company. Solicit assistance from other executives to represent PG&E that can fill in for an executive that is not available. Often works proactively, anticipating and identifying needs and coordinating support from all levels within the organization
Education	Bachelors or Associates degree preferred, High School Diploma required	Bachelors or Associates degree preferred, High School Diploma required	Bachelors or Associates degree preferred, High School Diploma required	Bachelors or Associates degree preferred, High School Diploma required
Experience	3 or more years of administrative support experience required	4 or more years of administrative support experience required, 1 or more years of experience supporting Director level preferred.	5 or more years of administrative support experience required, 2 or more years of experience supporting Sr. Director level preferred.	6 or more years of administrative support experience required, 2 or more years of experience supporting VP level preferred.
Knowledge, Skills, and Abilities	Communication & interpersonal skills, portraying a high degree of professionalism Organization and planning skills Attention to detail Analytical thinking Ability to manage multiple tasks efficiently, prioritize work and manage time to meet deadlines Flexible and open to change Resourcefulness			

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	Ability to use discretion and judgment in dealing with sensitive or confidential information Political and organizational savvy Motivated, self-starter, eager to master new skills Ability to foster teamwork, collaborative environment Software / Office Applications: Working knowledge of Word, Excel, PowerPoint, Outlook, Internet Search. May also require experience and knowledge with PG&E specific applications such as SRM, Concur, HR SAP, CATS, Visio, SharePoint
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Technical Competencies	Technical Competency Descriptions	Proficiency Level*			
		Directors Assistant	Senior Directors Assistant	Executive Assistant	Senior Executive Assistant
Active Listening	Demonstrates skill in giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.	Proficient	Advanced	Master	Master
Communication Management	Manages communication activities to ensure all communication pieces clearly and accurately describe information in common, understandable terms and are consistent with company guidelines, policies, and procedures. Accurately gathers and relays verbal information to appropriate parties in a timely fashion.	Proficient	Proficient	Advanced	Advanced
Oral Communication	Effectively expresses ideas and information through the spoken word using language that is appropriate to both the complexity of the topic and the knowledge and understanding of the audience.	Proficient	Advanced	Advanced	Master
Written Communication	Demonstrates skill in communicating information and ideas in writing so others will understand.	Proficient	Proficient	Proficient	Proficient
Confidential Information Management	Ability to adhere to professional standards, processes and confidentiality. Maintaining company files, including those of a confidential nature. Ability to prioritize, escalate, forward or respond directly to highly sensitive and confidential information as the situation requires.	Proficient	Advanced	Advanced	Master
Detail Orientation	Attention to detail and accuracy of documents. Quickly and accurately compare similarities, differences among sets of letters, numbers, objects, pictures, patterns.	Proficient	Advanced		
Multi-Tasking	Quickly moves back and forth between two or more tasks, activities, or sources of information and remains focused.	Proficient	Advanced		
Time Management	Prioritizes tasks with respect to importance and deadlines; adjusts priorities as situations change; utilizes sound methods to plan and track work and appointments; meets deadlines.	Proficient	Advanced	Master	Master
Adaptability	Adjusts easily to changing business needs, conditions and work responsibilities; adapts approach, goals and methods to achieve successful solutions and results.	Proficient	Proficient	Advanced	Advanced
Professional Impact	Presents self as a positive representative of the organization; projects confidence, alertness, and energy; grasps the nuances of appropriate behavior for the situation. Role model behaviors aligned with company values.	Proficient	Advanced	Master	Master
Service Orientation	Actively looks for ways to help people; demonstrates skill in providing customer service.	Proficient	Advanced		
Resourcefulness	Finds ways to get the job done even when normal channels, materials, and methods don't work. Works with little or no direction.	Novice	Proficient	Advanced	Advanced
Delegating	Assigns work to others according to their abilities and opportunities for development.			Proficient	Advanced

*Proficiency Levels

Novice: Demonstrates general understanding of knowledge, principles, and/or applications of the area; is able to complete routine assigned tasks with minimal guidance or supervision.

Proficient: Demonstrates solid understanding of knowledge, principles, and/or applications of the area; is able to complete moderately complex projects, with minimal guidance and supervision.

Advanced: Demonstrates advanced understanding of knowledge, principles, and/or applications of the area; is able to understand complex ideas and make recommendations in this area. May guide efforts of others on the team.

Master: Demonstrates mastery of knowledge, principles, and/or applications of the area; is able to lead and direct others in this area.

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