

Position #317864
Executive Staff Assistant

POSITION SUMMARY

Under general supervision of the Staff Services Supervisor, this position provides executive staff assistance Secretary's Office and acts as a board liaison to the ETF governing boards and committees. This position functions as an integral part of the overall Staff Services team. As a board liaison, the position has extensive contact with public officials (Governor's office, legislators, board members, ETF management staff, and other agency officials). This position is responsible for responding to complex and technical questions and taking minutes of meetings where complex, technical, and sensitive information is discussed. In addition, this position has access to confidential information, which may impact the employer/employee relationship (e.g., labor relations issues/settlements, position allocations provided in the state budget). The position also provides administrative support to the agency's Ombudsperson Services. As an employee of ETF, the incumbent will support and create a diverse and inclusive work force.

GOALS AND WORKER ACTIVITIES

45% GOAL A: Provision of administrative services and liaison functions to the ETF governing boards and committees.

- A.1 Provide administrative services and liaison function to the Employee Trust Funds, Wisconsin Retirement, Teachers Retirement, Deferred Compensation, and the Group Insurance Boards as well as the Executive, Budget and Operations, and Audit Committees of the ETF Board.
- A.2 Assist managers in managing board and subcommittee meetings and hearings.
- A.3 Establish priorities to ensure all deadlines relating to board activities are met.
- A.4 Oversee development of agendas and items to be included, based on knowledge of issues (present and emerging), a review and analysis of past minutes, base agendas, and discussions with management staff.
- A.5 Coordinate and participate in meetings. Brief executive and management staff by explaining/clarifying agenda items.
- A.6 Accumulate and/or prepare material for board meetings. Assure proper distribution and publishing of open meeting notices to assure compliance with the law.
- A.7 Maintain board and committee records by attending meetings and taking minutes of complex, technical, and sensitive discussions. The signed minutes become the official record.
- A.8 Coordinate the scheduling of appeal cases (referred by the appeals coordinator) to be considered by the boards, including adding them to the appropriate board agenda.
- A.9 Manage, implement, and coordinate all meeting arrangements for the board and its committees, including verifying and processing all eligible board members' expense vouchers, per diem payments for eligible board members, hotel reservations, meals, etc.
- A.10 Utilize statutes, rules, policies, and procedures of the boards and ETF in response to inquiries from other state agencies, legislative offices, ETF staff, and board members.
- A.11 Independently develop worker instructions, procedures, and forms for board-related activities and submit to supervisor for review and approval.
- A.12 Maintain a filing system (electronic and paper) and oversee records disposition according to the board RDAs.
- A.13 Update board information and relevant content on ETF website.

30% GOAL B: Provision of assistance to the Secretary's Office and other managers as needed.

- B.1 Provide administrative support to managers, including, but not limited to, filing, copying, maintaining calendars, scheduling meetings, mailing, typing correspondence, and answering phone calls.
- B.2 Provide administrative support for councils and workgroups including, but not limited to, Strategic Council, Agency Management Council, Board of Managers, Board of Supervisors, and Board of Leads as needed.
- B.3 Provide backup assistance to the Staff Services Supervisor and other coworkers within the Staff Services Section.
- B.4 Prioritize workload to ensure deadlines are met and services are provided.
- B.5 Assist with special projects as assigned.
- B.6 Research and compose board-related correspondence for routine inquiries.
- B.7 Perform other work, as assigned by the Staff Services Supervisor and/or Secretary's Office.
- B.8 Attend training courses to maintain required knowledge and technical skills to perform assigned work.
- B.9 Maintain knowledge and ongoing awareness of ETF values, vision, and mission.

20% Goal C: Provide administrative support to the Ombudspersons Services program.

- C.1 Assist Ombudspersons staff by monitoring incoming mail, email, fax, and phone systems.
- C.2 Assist with the management and development of data and reports relating to member inquiries and cases to the governing boards or other groups.
- C.3 Conduct data entry and file management as needed.

5% Goal D: Management of board elections and board member appointments.

- D.1 Interpret board member appointment criteria. Monitor status of new board member appointments, term expiration dates and vacancies. Communicate status of board member terms and appointments to ETF executive staff.
- D.2 Facilitate filing of the oath of office forms, senate confirmation notices and payroll documents.
- D.3 Coordinate orientation of new board members to the responsibilities of the board and ETF, including developing and maintaining of board member governance and reference manuals.
- D.4 Manage the election process. Establish the election timetable and procedures each year. Coordinate changes to the ballot design.
- D.5 Ensure adherence to the existing administrative rule provisions and recommend rule changes as appropriate to update and improve election process.
- D.6 Answer vendor questions on ballot processing and respond to inquiries from employers regarding elections.
- D.7 Contact election candidates with results, prepare candidate election results letters, prepare press release and workload summary for each election.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Ability to use personal computer-based software systems (e.g., Microsoft 365 applications such as Word, Teams, Excel, Access, SharePoint, etc.).
2. Ability to type proficiently.
3. Analytical and problem-solving skills.
4. Knowledge of research methods and techniques.
5. Ability to use office equipment.
6. Excellent oral and written communication skills.
7. Ability to analyze, interpret, and explain complex laws, rules, policies, and procedures.
8. Ability to interact positively with a variety of persons at different levels within and outside the organization.
9. Customer service skills.
10. Knowledge of telephone/instant messaging etiquette.
11. Ability to work as a member of a team.
12. Knowledge of Department purpose and goals.
13. Knowledge of public relations and public speaking fundamentals.
14. Knowledge of the basic philosophy, principles, and practices of public employee benefits.
15. Organizational and time management skills.
16. Ability to prioritize work to meet deadlines or unanticipated needs or priorities.
17. Ability to schedule and facilitate meetings both virtually and in hybrid settings.
18. Ability to utilize appropriate and sensitive discretion in dealing with confidential communications and situations.
19. Knowledge of ETF programs and organizational structure.
20. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.

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