

ADVISOR

Salary Range: \$43 - \$56

Advisors are assigned to roles in which the majority of work focuses on correctly and efficiently carrying out one or more of the specific workflows that make up an operation. Work is performed independently and adaptively with minimal direction provided.

This is a journey-level professional level position that provides expertise in one or more public sector functional areas. An advisor may be assigned internal administrative duties or assigned to support a partner agency, all under general direction of a service, project or other team leader. Advisors are expected to regularly perform duties which require the use of discretion and independent judgement with respect to matters of significance.

An Advisor is distinguished from the Senior Advisor, by the responsibility for performance of operational workflows assigned rather than overall responsibility for a comprehensive operational outcome.

Advisors are expected to:

- Be proficient in the body of knowledge and relevant regulation, as well as standard approaches and methodologies of their specific profession or industry.
- Adapt to assignment-specific variations in roles and tools to deliver workflows.
- Be flexible and communicative in prioritizing a variety of assignments.
- Work competently individually as well as effectively when working with a team.
- Be comfortable working in a remote/virtual environment utilizing a variety of information technology resources and platforms.
- Have a mutually agreeable flexible work schedule which meets the work demands.
- Uphold the highest ethical standards and build positive professional relationships.

Knowledge of:

- Principles and practices of organization and public administration.
- Applicable federal, state, and local laws, rules and regulations regarding local government operations.
- Principles, methods and practices of assigned functional area.
- Research techniques, methods and procedures and report presentation.
- Modern equipment and communication tools used for business functions and programs, projects, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Organize workload to ensure responsibilities are carried out in a timely manner.
- May lead and coordinate the work of technical and administrative support personnel.
- Interpret specific rules, laws and policies and apply them in a variety of procedural situations.
- Work with others while fostering effective team interaction to ensure teamwork is conducted smoothly.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Competencies:

- **Adaptability/Flexibility:** Responds effectively to multiple demands, ambiguity, shifting of priorities, emerging situations, and rapid change.
- **Customer Service:** Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.
- **Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.
- **Attention to Detail:** Thorough when performing work and conscientious about attending to detail.
- **Decision Making:** Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative to make a determination, draw conclusions, or solve a problem.
- **Oral Communication:** Expresses information to individuals or groups effectively; considering the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.
- **Writing:** Writes in a clear, concise, organized, and convincing manner for the intended audience.

Qualifications:

Any combination of training, education, and experience that would provide the required knowledge, skills, and competencies is qualifying. During the selection process, RGS may conduct an assessment exam to evaluate areas of qualifications.

Physical Demands:

Ability to use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone.