

How do you define specific and measurable performance goals for administrative support personnel?

Question: “Our organization will start a performance-based management for all employees in 2010. We are to select two goals that are Specific, Measurable, Attainable, Realistic and Timely. As an executive assistant to a senior-level executive in a large organization, I find it difficult to define specific and measurable goals. I schedule meetings, make travel arrangements and generally manage the people traffic for my boss's attention, but I don't see those duties as measurable. Does anyone have suggestions for adding specific performance goals for an administrative support professional?” — *Karen Bryant*