



BADAN NASIONAL
SERTIFIKASI PROFESI
INDONESIAN PROFESSIONAL
CERTIFICATION AUTHORITY

SERTIFIKAT KOMPETENSI CERTIFICATE OF COMPETENCE

No. 82110 3343 5 0004981 2023

Dengan ini menyatakan bahwa,
This is to certify that,

Ezra Tri Cahya Zebua
No. Reg. ADM.635.00118.2023

telah kompeten pada bidang:
has been competent in the area of:

Aktifitas Administrasi Kantor
Office Administration Activities

dengan kualifikasi/kompetensi:
with qualification/competency:

Eksekutif Administrative Assistant
Executive Administrative Assistant

Sertifikat ini berlaku untuk: 3 (tiga) tahun
This certificate is valid for: 3 (three) years

Medan, 20 September 2023

Atas nama Badan Nasional Sertifikasi Profesi
On behalf of Indonesian Professional Certification Authority
Lembaga Sertifikasi Profesi Politeknik Negeri Medan
Professional Certification Body of Polytechnic Negeri Medan

Nursiah Fitri, S.E., M.Si.
(Ketua/Chairman)



Daftar unit kompetensi

List of unit(s) of competency

Unit Kompetensi : **Eksekutif Administrative Assistant**

Competency Unit : *Executive Administrative Assistant*

No.	KODE UNIT	JUDUL UNIT
1.	N.821100.005.01 N.821100.005.01	Menyiapkan Dokumen Bisnis <i>Preparing Business Documents</i>
2.	N.821100.006.01 N.821100.006.01	Membuat Laporan Tertulis <i>Making a Written Report</i>
3.	N.821100.008.01 N.821100.008.01	Membuat Notulen Rapat <i>Making Meeting Minutes</i>
4.	N.821100.009.02 N.821100.009.02	Membuat Materi Presentasi <i>Creating Presentation Materials</i>
5.	N.821100.016.01 N.821100.016.01	Melaksanakan Manajemen Administrasi Organisasi <i>Carrying out Organizational Administrative Management</i>
6.	N.821100.017.01 N.821100.017.01	Monitoring Kinerja Administrasi Organisasi <i>Monitoring Organizational Administrative Performance</i>
7.	N.821100.019.01 N.821100.019.01	Mengelola Administrasi Proyek <i>Manage Project Administration</i>
8.	N.821100.021.01 N.821100.021.01	Mengelola Tim dan Staf <i>Managing Team and Staff</i>
9.	N.821100.023.01 N.821100.023.01	Membina Hubungan Pemangku Kepentingan <i>Fostering Stakeholder Relationships</i>
10.	N.821100.024.01 N.821100.024.01	Melaksanakan Prinsi-Prinsip Supervisi <i>Implementing Supervision Principles</i>
11.	N.821100.027.01 N.821100.027.01	Mewakili Organisasi <i>Representing the Organization</i>
12.	N.821100.040.01 N.821100.040.01	Melakukan Presentasi dalam Bahasa Inggris <i>Making Presentations in English</i>
13.	N.821100.044.02 N.821100.044.02	Menerapkan Kerjasama dengan Kolega/Pelanggan <i>Implementing Collaboration with Colleagues/Customers</i>
14.	N.821100.046.02 N.821100.046.02	Mengelola Layanan Pelanggan Berkualitas <i>Managing Quality Customer Service</i>
15.	N.821100.047.01 N.821100.047.01	Menangani Konflik <i>Handling Conflict</i>
16.	N.821100.048.01 N.821100.048.01	Memproses keluhan Pelanggan <i>Processing Customer complaints</i>
17.	N.821100.051.01 N.821100.051.01	Menerapkan Etika Profesi <i>Applying Professional Ethics</i>
18.	N.821100.052.01 N.821100.052.01	Mengembangkan Kerjasama Tim dan Individu <i>Developing Team and Individual Collaboration</i>
	N.821100.052.02 N.821100.052.02	Menerapkan Prosedur K3 Perkantoran <i>Implementing Office K3 Procedures</i>



Ezra Tri Cahya Zebua
Tanda Tangan Pemilik
Signature Holder

Medan, 20 September 2023

Lembaga Sertifikasi Profesi
Politeknik Negeri Medan
*Professional Certification Body of
Polytechnic Negeri Medan*

Ir. Husin Ibrahim, M.T.
Ketua Bidang Sertifikasi
Chairman of Certification Field