

## Business Service Officer I (Specialist)

### *Knowledge, Skill, Ability, and Personal Characteristic Statements*

#### *Rating Results*

1.	Knowledge of inventory processes to log and track assets in compliance with the Department of Finance and/or other regulations.
2.	Knowledge of resources and locations where information regarding purchases, maintenance services, policies, procedures, and guidelines may be acquired to solve business services issues.
3.	Knowledge of purchasing rules and regulations within the State to oversee procurement activities and manage the acquisition of goods and services.
4.	Knowledge of various solicitation practices and procedures such as Request for Proposals (RFP) Request for Quotations (RFQ) and Invitation for Bid (IFB) to develop bids and ensure compliance.
5.	Ability to accurately review procurements for content, feasibility, and formatting to ensure orders are correct.
6.	Knowledge of statewide recycled-content mandates on products purchased with reportable product categories to comply with State Agency Buy Recycled Program (SABRAC).
7.	Knowledge of standard purchase order processes and forms to complete the procurement process.
8.	Ability to maintain accurate and detailed records of work-related activities and accounting functions to document department actions.
9.	Knowledge of records management methods, procedures, and requirements to manage retention and destruction of materials and files in compliance with retention schedules.
10.	Ability to organize information using various filing systems (e.g. alphabetical, numerical, categorical) to facilitate the filing and retrieval of materials and records.

11.	Ability to comprehend and utilize a database application for research, adjustment, and maintenance of inventories to properly identify and track inventory.
12.	Ability to orally communicate clearly and concisely, in person or by telephone, to a variety of audiences (e.g. vendors, contractors, stakeholders) of varying abilities to exchange information on a variety of matters.
13.	Ability to listen and comprehend verbal and written instructions in order to carry out assigned tasks.
14.	Ability to interpret and explain policies, procedures, rules, and/or regulations to non-technical individuals (e.g. departmental employees, the public, vendors, other State agencies) to clearly communicate pertinent information.
15.	Ability to use tact, discretion, and diplomacy when responding to the needs, problems, or concerns of others (e.g. departmental employees, the public, representatives of other State agencies) to convey information in a professional manner.
16.	Ability to function as a departmental liaison for an assigned program or project to provide program specific information, answer questions, and address raised issues/problems.
17.	Ability to facilitate meetings with various audiences to communicate information, exchange ideas, and outline project goals.
18.	Ability to establish and maintain cooperative working relationships with diverse individuals to achieve common goals without arousing antagonism.
19.	Knowledge of office equipment, their uses, and functions to make procurement recommendations and supply department staff appropriately.
20.	Ability to research equipment specifications and compare to business needs to assist department staff with obtaining equipment.
21.	Ability to read and understand technical documents that include procedural, administrative or policy information such as manuals, legislation, or guidelines.
22.	Ability to read and summarize numerical reports and compare to spreadsheets or other information sources to identify and resolve discrepancies.

23.	Ability to read and comprehend written materials (e.g. reports, memos, letters) to apply information and determine appropriate courses of action.
24.	Ability to identify information, materials, and resources needed to complete projects and assignments or solve office related issues.
25.	Ability to objectively identify all facts and implications related to a situation before drawing conclusions and determining courses of action.
26.	Ability to analyze and evaluate data (e.g. numerical, graphical, charted, tabulated) accurately with minimal errors to apply information, formulate conclusions and appropriate courses of action.
27.	Ability to compare procedures in practice to standard written procedures to ensure compliance.
28.	Ability to use logic, reasoning, and/or sound judgment to identify the strengths and weaknesses when choosing alternates when precise requisitions are unobtainable.
29.	Ability to research information through a variety of methods (i.e., internet, reading materials, verbal or written communication) to acquire necessary information (e.g. pricing, product specifications, contract listings) for completing projects.
30.	Ability to learn new information and processes for application to business service functions.
31.	Ability to develop detailed reports based on numerical and qualitative data to summarize business service operations.
32.	Ability to prepare concise written summaries of complex and detailed written materials into a clear and concise single document.
33.	Ability to compile verbal and written information from various documents to summarize in a cohesive written or oral report.
34.	Ability to write clear and concise written instructions containing technical information that are comprehensible by audiences with varying levels of understanding.
35.	Ability to communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.

36.	Ability to determine whether incoming materials, supplies, and equipment meet the standards established in documented specifications.
37.	Ability to maintain confidentiality when handling sensitive information (e.g. social security numbers, proprietary) with tact and diplomacy to comply with confidential documentation policies
38.	Ability to properly use English (e.g. grammar, punctuation, sentence structure) to proofread, prepare, and edit written materials (e.g. memos, letters, reports)
39.	Skill to operate a keyboard and 10-key to enter information and data with minimal error.
40.	Knowledge of basic statistics such as averages and percentages to develop reports, compare bid prices, and determine tax amounts for purchases.
41.	Ability to perform basic mathematical calculations (e.g. addition, subtraction, division, multiplication) to calculate numerical data (e.g. budgeting, pricing, time keeping).
42.	Knowledge of basic state accounting and budgeting practices to manage procurement, maintain facilities, and complete business service operations.
43.	Ability to balance numerical information in spreadsheet or table format to reconcile discrepancies or project future expenses.
44.	Ability to count objects and materials to conduct inventory.
45.	Ability to prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.
46.	Ability to work independently, initiating follow-through with various interested parties to complete assignments with minimal supervision.
47.	Ability to work under the pressure of a heavy workload and/or tight timelines when completing work assignments.
48.	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing assignments.
49.	Ability to set priorities, coordinate and schedule tasks or events in a logical manner to maximize staff and material resources, increase efficiency and anticipate problems.

50.	Knowledge of project management principles to manage the progress of a variety of administrative programs and project activities to ensure that project timelines and schedules are appropriately established, modified, and adhered to as project work progresses.
51.	Ability to plan and organize various projects including the establishment of project timelines, and requirements for successful project completion to implement business service projects.
52.	Ability to maintain attention to detail and accuracy when counting, reviewing work, balancing monies, and documenting transactions.
53.	Ability to organize systems, processes, materials, and equipment in a systematic and methodical fashion.
54.	Ability to stand and walk for extended periods, over the course of an 8 hour workday.
55.	Ability to sit for extended periods, over the course of an eight hour workday.
56.	Ability to use word processing software (e.g., Microsoft Word, WordPerfect) to develop and format written documents (e.g. memos, letters, reports).
57.	Ability to use spreadsheet software (e.g., Excel, Lotus, QuatroPro) to perform mathematical calculations when summarizing and presenting data sets and creating visual data displays (e.g. tables, graphs, charts).
58.	Ability to write formulas using spreadsheet software (e.g. Microsoft Excel) to develop spreadsheets and accounting reports for accounting, record keeping, and budgeting purposes.
59.	Knowledge of Microsoft Outlook including basic electronic-mail functions (e.g. sending & receiving messages, attaching documents) and calendaring capabilities (e.g., scheduling appointments, setting reminders).
60.	Ability to use Adobe software to scan, develop, change, review, and send documents.
61.	Knowledge of personal computers and usage as a tool to file, track, store, and organize documents.