

Business Service Officer I (Supervisor)

Knowledge, Skill, Ability, and Personal Characteristic Statements

Rating Results

1.	Knowledge of resources and locations where information regarding purchases, maintenance services, policies, procedures, and guidelines may be acquired to solve business services issues.
2.	Knowledge of principles and practices of public administration to ensure compliance with State government regulations.
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.	Knowledge of contracting principles, practices, rules, and regulations to develop and review specifications and create service agreements.
6.	Ability to accurately review procurements for content, feasibility, and formatting to ensure orders are correct.
7.	Knowledge of standard purchase order processes and forms to complete the procurement process.
8.	Knowledge of records management methods, procedures, and requirements to manage retention and destruction of materials and files in compliance with retention schedules.
9.	Ability to organize information using various filing systems (e.g. alphabetical, numerical, categorical) to facilitate the filing and retrieval of materials and records.
10.	Ability to comprehend and utilize a database application for research, adjustment, and maintenance of inventories to properly identify and track inventory.
11.	Ability to count and add dollar amounts from cash and/or checks precisely and balance amounts against 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.	Ability to research equipment specifications and compare to business needs to assist department staff with obtaining equipment.
20.	Knowledge of property disposal rules and regulations to manage equipment recycling and disposal practices.
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 estimate future needs and cost of equipment, supplies and services for decision making purposes.
31.	Ability to learn new information and processes for application to business service functions.
32.	Ability to develop detailed reports based on numerical and qualitative data to summarize business service operations.
33.	Ability to write clear and concise written instructions containing technical information that are comprehensible by audiences with varying levels of understanding.
34.	Ability to communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.
35.	Ability to write product and service specifications to outline the scope of work.
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.	Ability to develop standards, procedures, and/or policies to guide department operations.
40.	Skill to operate a keyboard and 10-key to enter information and data with minimal error.
41.	Ability to perform basic mathematical calculations (e.g. addition, subtraction, division, multiplication) to calculate numerical data (e.g. budgeting, pricing, time keeping).
42.	Ability to count objects and materials to conduct inventory.
43.	Ability to prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.
44.	Ability to work independently, initiating follow-through with various interested parties to complete assignments with minimal supervision.
45.	Ability to work under the pressure of a heavy workload and/or tight timelines when completing work assignments.
46.	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing assignments.
47.	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.
48.	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.
49.	Ability to plan and organize various projects including the establishment of project timelines, and requirements for successful project completion to implement business service projects.
50.	Ability to maintain attention to detail and accuracy when counting, reviewing work, balancing monies, and documenting transactions.

51.	Ability to organize systems, processes, materials, and equipment in a systematic and methodical fashion.
52.	Ability to sit for extended periods, over the course of an eight hour workday.
53.	Ability to use word processing software (e.g., Microsoft Word, WordPerfect) to develop and format written documents (e.g. memos, letters, reports).
54.	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).
55.	Ability to write formulas using spreadsheet software (e.g. Microsoft Excel) to develop spreadsheets and accounting reports for accounting, record keeping, and budgeting purposes.
56.	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).
57.	Ability to use Adobe software to scan, develop, change, review, and send documents.
58.	Knowledge of personal computers and usage as a tool to file, track, store, and organize documents.
59.	Knowledge of the principles and practices of employee supervision, development, and training to provide management of the assigned staff.
60.	Knowledge of performance management systems such as probation reports, Individual Development Plans (IDP) and feedback systems to develop staff and improve productivity.
61.	Knowledge of leadership principles and methods to motivate and maintain the productivity of work unit staff members in accomplishing program objectives.
62.	Ability to manage workload and assignments of others in order to meet work unit and project objectives and deadlines.
63.	Ability to fairly and appropriately delegate and monitor work assignments to appropriate levels of staff to ensure that it meets quality, quantity, and timeliness standards.

64.	Ability to review the work of subordinate staff and provide constructive feedback from the perspective of a supervisor.
65.	Knowledge of a supervisors role in the Equal Employment Opportunity Program and the processes available to meet the equal employment opportunity objectives.
66.	Knowledge of collective bargaining agreements to ensure compliance with employee operations.
67.	Knowledge of a supervisor's responsibilities with regards to performance management.
68.	Knowledge of Occupational Safety and Health Administration (OSHA) guidelines to ensure employee safety in the workplace.
69.	Knowledge of various employee benefit programs (e.g. Family Medical Leave Act, Employee Assistance Programs) to provide referrals and assist staff.