

## Program Technician II

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

#### *Rating Results*

1.	Ability to use and operate a variety of basic office equipment (e.g., telephones, copiers, and fax machines) in the course of completing assigned work tasks.
2.	Knowledge of standard filing procedures (alphabetical, numerical, categorical, etc.) to complete process.
3.	Knowledge of submission procedures and requirements to ensure compliance with submission protocols.
4.	Ability to organize information from various sources in a semantically or categorically functional order.
5.	Ability to maintain confidentiality when handling sensitive information (e.g. social security numbers, proprietary) with tact and diplomacy.
6.	Ability to learn how to use new equipment and machinery following standard safety procedures.
7.	Knowledge of word processing software applications (e.g., Microsoft Word) to prepare correspondence, reports and format documents (e.g., font, paragraphs, border, and headings).
8.	Knowledge of the use of the internet to conduct "on-line" research and obtain information related to programs and projects.
9.	Knowledge of personal computer software for creating documents, conducting research, and communicating.
10.	Knowledge of electronic mail and calendaring software (e.g., Microsoft Outlook, GroupWise) to respond to inquiries, communicate with others, and schedule meetings.
11.	Ability to learn new software programs and technology devices.
12.	Knowledge of standard office policies and procedures to ensure department requirements are met.
13.	Ability to adhere to departmental policies and procedures.
14.	Ability to learn and apply laws, rules, regulations, procedures and policies.
15.	Knowledge of notification processes to properly inform parties of debt, missing documentation, and other actions.
16.	Knowledge of mailing procedures to ensure proper packaging and timeliness of materials and messages sent.
17.	Ability to read correspondence and assess importance in relation to formality, nature, pertinence (deadlines) and source.

18.	Ability to read and comprehend documents (e.g., reports, memos, manuals, policies, procedures, standards and regulations).
19.	Ability to follow written instructions.
20.	Ability to analyze written materials and determine their validity, accuracy, and completeness.
21.	Ability to read various forms and templates to assist with proper completion.
22.	Ability to review and edit memos, policies, procedures and letters for proper content, format, grammar, punctuation, and sentence structure.
23.	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials are prepared and reviewed are complete, concise and error-free.
24.	Ability to communicate information and ideas in writing in a clear, articulate manner using tone, vocabulary, and grammar appropriate to the audience.
25.	Ability to express facts and ideas orally in a succinct and organized manner.
26.	Ability to communicate verbally in a courteous, professional manner to a variety of individuals (e.g., co-workers, colleagues, clients, members of the public in order to exchange information.
27.	Ability to establish and maintain cooperative relations with employees, personnel from other State agencies, consultants, and/or the public
28.	Ability to listen to and understand information and ideas presented through spoken words and sentences, including recognition of non-verbal cues.
29.	Ability to communicate and effectively deal with conflict and uncooperative/difficult individuals, including co-workers and well as non-employees
30.	Ability to meet and deal tactfully with the public, co-workers and/or clients, either in person or by telephone.
31.	Ability to accept constructive criticism regarding work products and practices in order to continually improve work performance.
32.	Ability to represent the department in a professional manner, maintaining the proper role in responding to the public.
33.	Ability to make recommendations based on available resources.
34.	Ability to analyze problems and determine appropriate solutions.
35.	Ability to think critically using logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
36.	Ability to learn knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment to understand its implications and apply lessons to current and future problem solving and decision-making.
37.	Ability to perform basic mathematics (e.g., multiplication, division, addition, and subtraction) calculations with speed and accuracy.

38.	Ability to conduct basic research to locate, collect, and compile information needed to answer questions or complete assignments.
39.	Ability to compare information from a variety of sources to apply laws or rules, determine compliance, or ensure consistency.
40.	Ability to work independently to meet work deadlines with minimal supervision.
41.	Ability to work under stressful conditions (e.g. tight deadlines, work overload) in order to perform job tasks.
42.	Ability to follow directions given by supervisors and managers to ensure work is completed per their instructions.
43.	Ability to take initiative to seek out or accept work assignments and/or resolve problems.
44.	Ability to prioritize multiple projects simultaneously (i.e. multi-task) while maintaining a high level of work product.
45.	Ability to perform repetitive technical work with a high rate of accuracy in a timely manner.
46.	Ability to pay close attention to detail in order to perform work in an accurate and thorough manner.
47.	Ability to be flexible with time, assignments, and people to accommodate different ways of completing tasks and be open to different views and working styles of co-workers.
48.	Ability to organize materials, assignments, and activities in a methodical fashion.
49.	Ability to sit for extended periods of time, up to a full work shift to perform desk work.
50.	Ability to hear standard communications through a phone or headset device, with or without hearing assistance devices.
51.	Ability to operate keyboards, 10-keys, calculators, and adding machines to enter data.
52.	Ability to manage workload and assignments of others in order to meet work unit and project objectives and deadlines.