

Supervising 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.	Ability to organize information from various sources in a semantically or categorically functional order.
4.	Ability to maintain confidentiality when handling sensitive information (e.g. social security numbers, proprietary) with tact and diplomacy.
5.	Ability to learn how to use new equipment and machinery following standard safety procedures.
6.	Knowledge of personal computer software to create, save, and retrieve documents and folders.
7.	Knowledge of word processing software applications to prepare correspondence, reports and format documents (e.g., font, paragraphs, border, headings).
8.	Knowledge of the use of the internet to conduct research and obtain information related to programs and projects.
9.	Knowledge of electronic mail and calendaring to respond to inquiries, communicate with others, and schedule meetings.
10.	Ability to learn new software programs and technology devices.
11.	Knowledge of standard office policies and procedures to ensure department requirements are met.
12.	Ability to learn, interpret and apply laws, rules, regulations, procedures and policies.
13.	Knowledge of notification processes to properly and timely inform parties of debt, missing documentation, and other actions.
14.	Knowledge of mailing procedures to ensure proper packaging and handlings of materials of all kinds and within procedural guidelines.
15.	Ability to read correspondence and assess importance in relation to formality, nature, pertinence (deadlines) and source.
16.	Ability to read and comprehend technical documents (e.g., reports, manuals, policies, procedures, standards and regulations).
17.	Ability to analyze written materials and determine their validity, accuracy, and completeness.
18.	Ability to read various forms and templates to ensure proper completion.
19.	Ability to review and edit memos, policies, procedures and letters for proper content, format, grammar, punctuation, and sentence structure.

20.	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise and error-free.
21.	Ability to communicate information and ideas in writing in a clear, articulate manner using tone, vocabulary, and grammar appropriate to the audience.
22.	Ability to write technical documents in a clear and concise manner.
23.	Ability to express facts and ideas orally in a succinct and organized manner.
24.	Ability to communicate orally in a courteous, professional manner to a variety of individuals (e.g., co-workers, management, clients, the public) in order to exchange information.
25.	Ability to establish and maintain cooperative relationships with employees, management, staff, personnel from other State agencies, consultants, and/or the public.
26.	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.
27.	Ability to listen to and understand information and ideas presented through spoken words and sentences including non-verbal cues.
28.	Ability to communicate and effectively deal with conflict and uncooperative/difficult individuals, including staff, co-workers and internal/external customers.
29.	Ability to meet and deal tactfully and respectfully with the public, co-workers and/or clients, either in person or by telephone.
30.	Ability to accept constructive criticism regarding work products and practices in order to continually improve work performance.
31.	Ability to represent the department in a professional manner, maintaining the proper role in responding to the public.
32.	Knowledge of conflict resolution techniques to resolve conflicts among staff and co-workers.
33.	Ability to make oral presentation in a group setting, taking into account the audience and nature of the information, to communicate information in a variety of settings (e.g., trainings, meetings).
34.	Ability to facilitate meetings with staff to communicate and exchange information.
35.	Ability to make recommendations regarding program activities based on available information and business needs.
36.	Ability to determine appropriate jurisdictional responsibility pertaining to a specific program.
37.	Ability to think critically using logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
38.	Ability to objectively identify all facts and implications related to a situation before drawing conclusions and determining courses of action.

39.	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.
40.	Ability to perform basic mathematics (e.g., multiplication, division, addition, and subtraction) calculations with speed and accuracy.
41.	Ability to conduct basic research to locate, collect, and compile information needed to answer questions or complete assignments.
42.	Ability to compare information from a variety of sources to apply laws or rules, determine compliance, or ensure consistency.
43.	Ability to follow written and oral directions given by management to ensure work is completed per their instructions.
44.	Ability to interpret numerical data in a variety of formats, including, tables, charts, and graphs.
45.	Ability to pay close attention to detail in order to perform work in an accurate and thorough manner.
46.	Ability to work independently to meet work deadlines with minimal supervision.
47.	Ability to work under stressful or adverse conditions (e.g. tight deadlines, work overload), ensuring job tasks are completed by self and others.
48.	Ability to follow written/verbal directions given by management to ensure staff work is completed accordingly.
49.	Ability to take initiative in identifying work that needs to be completed to continuously improve program and maintain productivity.
50.	Ability to prioritize multiple assignments for self and others while maintaining a high level of productivity.
51.	Ability to be flexible with time, assignments, and people to accommodate work priorities and remain open to different work methods.
52.	Ability to organize materials, assignments, and activities in a methodical fashion to manage staff workloads and ensure staff productivity.
53.	Ability to sit for extended periods of time to perform desk work.
54.	Ability to hear standard communications through a phone or headset device with or without hearing assistance devices.
55.	Ability to operate keyboards, 10-keys, calculators, and adding machines to enter data.
56.	Ability to bend, stoop, and kneel to access files, materials and equipment.
57.	Knowledge of the principles and practices of employee supervision, development, and training to manage assigned staff.
58.	Ability to manage workload and assignments of others in order to meet work unit and project objectives and deadlines.
59.	Ability to review the work of staff and provide constructive feedback regarding content, accuracy, and format.
60.	Ability to review technical and detailed work of others to ensure a high rate of accuracy.
61.	Knowledge of performance management systems such as probation reports, Individual Development Plans (IDP) and feedback systems to develop staff and improve productivity.

62.	Knowledge of leadership principles and methods to motivate and maintain the productivity of employees in accomplishing program objectives.
63.	Ability to fairly and appropriately delegate and monitor work assignments to appropriate levels of staff to ensure quality, quantity, and timeliness standards.
64.	Knowledge of a supervisor's role in the Equal Employment Opportunity Program and the processes available to meet the equal employment opportunity objectives.
65.	Knowledge of collective bargaining agreements to ensure compliance with employee operations.
66.	Knowledge of Occupational Safety and Health Administration (OSHA) guidelines to ensure employee safety in the workplace.
67.	Knowledge of various employee benefit programs (e.g. Family Medical Leave Act, Employee Assistance Program) to provide referrals and assist staff.
68.	Knowledge of the steps of progressive discipline to document and correct employee performance issues and employee misconduct.
69.	Ability to provide guidance and direction to first or second line supervisors to assist subordinate supervisors with directing and managing staff.
70.	Knowledge of health and safety procedures within the work environment (including emergency procedures) to ensure the safety of all persons during adverse situations.
71.	Knowledge of resources available to supervisors within the department to assist with personnel issues.