

Business Service Assistant (Specialist)

Knowledge, Skill, Ability, and Personal Characteristic Statements

Rating Results

1.	Knowledge of the various divisions/units within State departments to understand their business service needs.
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 incoming and outgoing postal, courier and intradepartmental mailing services, machines, metering equipment, and procedures (e.g. United States Postal Service, Interagency Mail Service) to ensure that departmental mail operations are in compliance.
4.	Ability to accurately review procurements for content, feasibility, and formatting to ensure orders are correct.
5.	Knowledge of standard purchase order processes and forms to complete the procurement process.
6.	Ability to organize information using various filing systems (e.g. alphabetical, numerical, categorical) to facilitate the filing and retrieval of materials and records.
7.	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.
8.	Ability to listen and comprehend verbal and written instructions in order to carry out assigned tasks.
9.	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.
10.	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.

11.	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.
12.	Ability to establish and maintain cooperative working relationships with diverse individuals to achieve common goals without arousing antagonism.
13.	Knowledge of office equipment, their uses, and functions to make procurement recommendations and supply department staff appropriately.
14.	Knowledge of storage and shelving requirements to ensure the safe and efficient storage of goods and materials.
15.	Ability to read and understand technical documents that include procedural, administrative or policy information such as manuals, legislation, or guidelines.
16.	Ability to read and comprehend written materials (e.g. reports, memos, letters) to apply information and determine appropriate courses of action.
17.	Ability to identify information, materials, and resources needed to complete projects and assignments or solve office related issues.
18.	Ability to objectively identify all facts and implications related to a situation before drawing conclusions and determining courses of action.
19.	Ability to compare procedures in practice to standard written procedures to ensure compliance.
20.	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.
21.	Ability to learn new information and processes for application to business service functions.
22.	Ability to write clear and concise written instructions containing technical information that are comprehensible by audiences with varying levels of understanding.
23.	Ability to communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.

24.	Ability to determine whether incoming materials, supplies, and equipment meet the standards established in documented specifications.
25.	Ability to maintain confidentiality when handling sensitive information (e.g. social security numbers, proprietary) with tact and diplomacy to comply with confidential documentation policies
26.	Ability to properly use English (e.g. grammar, punctuation, sentence structure) to proofread, prepare, and edit written materials (e.g. memos, letters, reports)
27.	Ability to develop standards, procedures, and/or policies to guide department operations.
28.	Skill to operate a keyboard and 10-key to enter information and data with minimal error.
29.	Ability to perform basic mathematical calculations (e.g. addition, subtraction, division, multiplication) to calculate numerical data (e.g. budgeting, pricing, time keeping).
30.	Ability to count objects and materials to conduct inventory.
31.	Ability to prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.
32.	Ability to work independently, initiating follow-through with various interested parties to complete assignments with minimal supervision.
33.	Ability to work under the pressure of a heavy workload and/or tight timelines when completing work assignments.
34.	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing assignments.
35.	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.
36.	Ability to maintain attention to detail and accuracy when counting, reviewing work, balancing monies, and documenting transactions.
37.	Ability to organize systems, processes, materials, and equipment in a systematic and methodical fashion.

38.	Ability to lift up to 50 pounds to move records, equipment, materials, packages.
39.	Ability to bend and stoop to access materials, shrink wrap palletized materials or inspect equipment.
40.	Ability to stand and walk for extended periods, over the course of an 8 hour workday.
41.	Ability to sit for extended periods, over the course of an eight hour workday.
42.	Ability to use step stools and stepladders to safely store and retrieve out of reach items.
43.	Ability to use word processing software (e.g., Microsoft Word, WordPerfect) to develop and format written documents (e.g. memos, letters, reports).
44.	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).
45.	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).
46.	Ability to use Adobe software to scan, develop, change, review, and send documents.
47.	Knowledge of personal computers and usage as a tool to file, track, store, and organize documents.