

Business Service Officer III (Supervisor)

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 reproduction contracting requirements and guidelines to maintain compliance with State regulations.
3.	Knowledge of various printer copier machines, their functions and capabilities to assist with replication orders within the department.
4.	Knowledge of principles and components of Leadership in Energy and Environmental Design (LEED) certification standards to ensure departmental compliance.
5.	Knowledge of fleet management practices, rules, regulations, and guidelines to manage the vehicle resources for the department.
6.	Knowledge of the various divisions/units within State departments to understand their business service needs.
7.	Knowledge of resources and locations where information regarding purchases, maintenance services, policies, procedures, and guidelines may be acquired to solve business services issues.
8.	Knowledge of State budgeting processes to develop and/or assist in the development of the work unit or division budgets.
9.	Knowledge of principles and practices of public administration to ensure compliance with State government regulations.
10.	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.
11.	Knowledge of budgeting and purchasing control measures, such as checks and balances, to manage credit card use and purchases.

12.	Knowledge of purchasing rules and regulations within the State to oversee procurement activities and manage the acquisition of goods and services.
13.	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.
14.	Knowledge of contracting principles, practices, rules, and regulations to develop and review specifications and create service agreements.
15.	Ability to read and understand lease terms and agreements to maintain compliance and protect department interests.
16.	Ability to accurately review procurements for content, feasibility, and formatting to ensure orders are correct.
17.	Knowledge of statewide recycled-content mandates on products purchased with reportable product categories to comply with State Agency Buy Recycled Program (SABRAC).
18.	Knowledge of standard purchase order processes and forms to complete the procurement process.
19.	Knowledge of the basis for asset valuation and the procedures and requirements necessary in asset transactions to manage departmental assets.
20.	Knowledge of general property management principles activities and processes to maintain facility needs.
21.	Ability to prepare rough sketches of proposed alterations and repairs of premises to plan and document projected business services projects.
22.	Ability to maintain accurate and detailed records of work-related activities and accounting functions to document department actions.
23.	Knowledge of records management methods, procedures, and requirements to manage retention and destruction of materials and files in compliance with retention schedules.
24.	Ability to analyze filing processes and make recommendations regarding potential improvements to improve efficiency with the records retention process.

25.	Ability to organize information using various filing systems (e.g. alphabetical, numerical, categorical) to facilitate the filing and retrieval of materials and records.
26.	Ability to comprehend and utilize a database application for research, adjustment, and maintenance of inventories to properly identify and track inventory.
27.	Ability to count and add dollar amounts from cash and/or checks precisely and balance amounts against inventory.
28.	Ability to responsibly collect and confirm monies from various employees for deposit into accounts.
29.	Ability to negotiate agreements with stakeholders (e.g. vendors, management) for office space, equipment and services to serve the department's interests.
30.	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.
31.	Ability to listen and comprehend verbal and written instructions in order to carry out assigned tasks.
32.	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.
33.	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.
34.	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.
35.	Ability to facilitate meetings with various audiences to communicate information, exchange ideas, and outline project goals.
36.	Ability to establish and maintain cooperative working relationships with diverse individuals to achieve common goals without arousing antagonism.

37.	Ability to visually inspect miscellaneous properties and equipment and correctly report their condition and recommend replacements, following checklists and inspection guidelines.
38.	Knowledge of office equipment, their uses, and functions to make procurement recommendations and supply department staff appropriately.
39.	Ability to research equipment specifications and compare to business needs to assist department staff with obtaining equipment.
40.	Knowledge of fleet management requirements to obtain new or used vehicles, survey vehicles, and purchase vehicles supplies.
41.	Knowledge of warehouse and stockroom equipment usage such as pallet jacks, fork lifts, and ladders to ensure safe and efficient handling.
42.	Knowledge of storage and shelving requirements to ensure the safe and efficient storage of goods and materials.
43.	Knowledge of property disposal rules and regulations to manage equipment recycling and disposal practices.
44.	Skill to operate a forklift in compliance with forklift certification standards and regulations.
45.	Ability to read and understand technical documents that include procedural, administrative or policy information such as manuals, legislation, or guidelines.
46.	Ability to read and summarize numerical reports and compare to spreadsheets or other information sources to identify and resolve discrepancies.
47.	Ability to read and comprehend written materials (e.g. reports, memos, letters) to apply information and determine appropriate courses of action.
48.	Ability to determine program eligibility through review of various sources to determine eligibility for specific programs or qualified buyers (e.g. transit programs, fleet administration, vendors).
49.	Ability to identify information, materials, and resources needed to complete projects and assignments or solve office related issues.
50.	Ability to objectively identify all facts and implications related to a situation before drawing conclusions and determining courses of action.

51.	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.
52.	Ability to compare procedures in practice to standard written procedures to ensure compliance.
53.	Ability to use logic, reasoning, and/or sound judgment to identify the strengths and weaknesses when choosing alternates when precise requisitions are unobtainable.
54.	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.
55.	Ability to estimate future needs and cost of equipment, supplies and services for decision making purposes.
56.	Ability to learn new information and processes for application to business service functions.
57.	Ability to develop detailed reports based on numerical and qualitative data to summarize business service operations.
58.	Ability to prepare concise written summaries of complex and detailed written materials into a clear and concise single document.
59.	Ability to compile verbal and written information from various documents to summarize in a cohesive written or oral report.
60.	Ability to write clear and concise written instructions containing technical information that are comprehensible by audiences with varying levels of understanding.
61.	Ability to communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.
62.	Ability to write product and service specifications to outline the scope of work.
63.	Ability to determine whether incoming materials, supplies, and equipment meet the standards established in documented specifications.

64.	Ability to maintain confidentiality when handling sensitive information (e.g. social security numbers, proprietary) with tact and diplomacy to comply with confidential documentation policies
65.	Ability to properly use English (e.g. grammar, punctuation, sentence structure) to proofread, prepare, and edit written materials (e.g. memos, letters, reports)
66.	Ability to develop standards, procedures, and/or policies to guide department operations.
67.	Skill to operate a keyboard and 10-key to enter information and data with minimal error.
68.	Knowledge of basic statistics such as averages and percentages to develop reports, compare bid prices, and determine tax amounts for purchases.
69.	Ability to perform basic mathematical calculations (e.g. addition, subtraction, division, multiplication) to calculate numerical data (e.g. budgeting, pricing, time keeping).
70.	Knowledge of basic state accounting and budgeting practices to manage procurement, maintain facilities, and complete business service operations.
71.	Ability to balance numerical information in spreadsheet or table format to reconcile discrepancies or project future expenses.
72.	Ability to prepare budgetary data to determine departmental operating expenses and needs.
73.	Ability to forecast/project expenses and resource needs based budgetary and activity data from previous years.
74.	Ability to count objects and materials to conduct inventory.
75.	Ability to prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.
76.	Ability to work independently, initiating follow-through with various interested parties to complete assignments with minimal supervision.
77.	Ability to work under the pressure of a heavy workload and/or tight timelines when completing work assignments.

78.	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing assignments.
79.	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.
80.	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.
81.	Ability to plan and organize various projects including the establishment of project timelines, and requirements for successful project completion to implement business service projects.
82.	Ability to maintain attention to detail and accuracy when counting, reviewing work, balancing monies, and documenting transactions.
83.	Ability to organize systems, processes, materials, and equipment in a systematic and methodical fashion.
84.	Ability to lift up to 50 pounds to move records, equipment, materials, packages.
85.	Ability to bend and stoop to access materials, shrink wrap palletized materials or inspect equipment.
86.	Ability to stand and walk for extended periods, over the course of an 8 hour workday.
87.	Ability to sit for extended periods, over the course of an eight hour workday.
88.	Ability to use step stools and stepladders to safely store and retrieve out of reach items.
89.	Ability to use word processing software (e.g., Microsoft Word, WordPerfect) to develop and format written documents (e.g. memos, letters, reports).
90.	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).

91.	Ability to write formulas using spreadsheet software (e.g. Microsoft Excel) to develop spreadsheets and accounting reports for accounting, record keeping, and budgeting purposes.
92.	Ability to use presentation software (e.g. PowerPoint, Harvard Graphics) to design and develop visual presentations and handouts.
93.	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).
94.	Ability to use Oracle (e.g. Integrated Financial Systems) to maintain inventory and other information and generate a variety of reports.
95.	Ability to use database software (e.g. Access, FileNet, WASP) to create files and to enter, organize and retrieve large amounts of information.
96.	Ability to use Adobe software to scan, develop, change, review, and send documents.
97.	Knowledge of personal computers and usage as a tool to file, track, store, and organize documents.
98.	Knowledge of functions, uses, and limitations of imaging software and equipment to provide and consult on imaging services.
99.	Knowledge of the principles and practices of employee supervision, development, and training to provide management of the assigned staff.
100.	Knowledge of performance management systems such as probation reports, Individual Development Plans (IDP) and feedback systems to develop staff and improve productivity.
101.	Knowledge of leadership principles and methods to motivate and maintain the productivity of work unit staff members in accomplishing program objectives.
102.	Ability to manage workload and assignments of others in order to meet work unit and project objectives and deadlines.
103.	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.

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