

## Office Assistant (General & Typing)

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

1	Ability to organize information from various sources in a semantically or categorically functional order.
2	Ability to research information regarding work related projects.
3	Ability to determine where information can most efficiently be acquired.
4	Ability to write memos, letter and emails using proper grammar, punctuation, and sentence structure.
5	Ability to prepare concise written summaries of information received verbally.
6	Ability to take accurate written notes when documenting information received verbally, in writing, or during meetings.
7	Knowledge of proper spelling, grammar, punctuation, and sentence structure for the English language to ensure that prepared and/or reviewed written materials are complete and accurate.
8	Knowledge of spoken English language to formulate proper sentences and speak to others clearly.
9	Ability to communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.
10	Ability to proofread memos, letters, and reports to ensure that documents have been properly edited and/or replicated.
11	Ability to maintain confidentiality when handling sensitive and/or proprietary information.
12	Ability to use tact and diplomacy when dealing with the needs, problems, and/or concerns of departmental employees, the public, and representatives of other State agencies.
13	Ability to clearly and concisely articulate ideas to a variety of individuals.
14	Ability to understand verbal instructions in order to carry out assigned tasks.
15	Ability to interact with the public and other individuals in a courteous, professional, and efficient manner.
16	Ability to interpret and explain policies, procedures, rules, and/or regulations to departmental employees, the public, vendors, and other State agencies.

17	Ability to establish and maintain cooperative working relationships.
18	Ability to pacify hostile or irate individuals by making appropriate statements and minimizing argumentation.
19	Ability to verbally communicate with people at various levels of understanding.
20	Ability to work with others to resolve differences for the benefit of the team or project.
21	Ability to coordinate with others to accomplish work-related activities.
22	Ability to listen and identify relevant points in various situations (e.g., voicemail, meetings, training) so that the information can be summarized.
23	Ability to use and comprehend numerical data for various work related projects.
24	Knowledge of basic mathematical operations (e.g., addition, subtraction, multiplication, division) to perform work related duties.
25	Ability to objectively identify facts and implications related to a situation before drawing conclusions and determining courses of action.
26	Ability to anticipate future consequences of present decisions or courses of action.
27	Ability to identify information, materials, and resources needed to complete projects and assignments.
28	Ability to understand information received verbally to complete assigned tasks.
29	Ability to understand information received in writing to complete assigned tasks.
30	Ability to apply information received verbally to complete assigned tasks.
31	Ability to apply information received in writing to complete assigned tasks.
32	Ability to follow written instructions to complete assigned tasks.
33	Ability to analyze written information to determine importance of correspondence.
34	Ability to read correspondence and assess importance in relation to formality, nature, pertinence (deadlines) and source.
35	Ability to read and understand the English language to respond to correspondence, utilize reference materials, and ensure the legibility of documents.

36	Ability to maintain detailed records of work-related activities.
37	Ability to work independently, taking initiative, and follow through with projects that have been started.
38	Ability to prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.
39	Ability to manage workload and assignments in order to meet work unit and project objectives and deadlines.
40	Ability to work under the pressure of a heavy workload and/or tight timelines when completing work assignments.
41	Knowledge of proper filing techniques to create and maintain an organized series of necessary files of varying types to store and retrieve hardcopy/electronic information.
42	Knowledge of office procedures (e.g., filing, answering telephones, receptionist duties, supply/equipment ordering) to perform daily assigned duties.
43	Knowledge of alphabetical order to file and retrieve job-related materials.
44	Knowledge of numerical sequence to file and retrieve job-related materials.
45	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing assignments.
46	Ability to use word processing software (e.g., Word, WordPerfect) to develop and format written documents, such as memos and letters.
47	Skill to enter data/information into a computer using various devices (e.g., key boards, key entry machines, key punch machines) and similar equipment and other data processing equipment with minimal errors.
48	Ability to use spreadsheet software (e.g., Excel) to create basic tables and/or graphs.
49	Ability to use the Internet to conduct "on-line" research and obtain information related to projects or assignments.
50	Knowledge of basic electronic-mail functions (email), including sending and receiving messages, attaching documents, and appending carbon copies (CC) and blind-carbon-copies (BCC).
51	Ability to operate a personal computer (PC) in order to perform daily clerical duties.
52	Skill in typing 40 words per minute with minimal errors.
53	Ability to work under stressful situations including time pressure.
54	Ability to maintain high ethical standards in completing all assignments and projects.
55	Skill 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.
56	Ability to bend, climb, stand, sit, and walk for long periods of time.

