

Personnel Technician 2 (Specialist)

Knowledge, Skills, Abilities, and Personal Characteristics Statements

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| 1 | Knowledge of the online examination and certification system procedures to assist interested parties with examination and certification processes and procedures. |
| 2 | Knowledge of Exam Certification Online System (ECOS) to assist interested parties with various certification and other examination questions. |
| 3 | Knowledge of the State Restriction of Appointments (SROA) and reemployment process to ensure proper procedures are followed and to avoid unlawful appointments. |
| 4 | Knowledge of Limited Examination and Appointment Program (LEAP) to ensure proper recruitment procedures are followed. |
| 5 | Knowledge of rules and procedures governing the advertising of job and/or exam bulletins to ensure the fairness of the hiring and/or exam process. |
| 6 | Ability to resolve complex technical examination and/or certification problems to assist interested parties with examination and/or certification processes and procedures. |
| 7 | Ability to interpret laws, rules, and/or government codes to assist various parties (e.g., employees, candidates, the public) with examination requirements and processes. |
| 8 | Ability to interpret laws and rules on exams and/or certification issues to ensure proper processes and procedures are followed and to avoid unlawful appointments. |
| 9 | Ability to locate reference materials (e.g., examination manuals, certification manuals, pay scales) to provide interested parties with accurate examination information. |
| 10 | Ability to generate a cert list for a candidate pool in order to provide hiring options to fill vacancies. |
| 11 | Ability to ensure correct procedures are followed during any examination to ensure a fair and equitable examination process for all competitors. |
| 12 | Ability to find and collect relevant data (e.g., salary, education, classification) and deliver to interested parties. |
| 13 | Knowledge of problem-solving techniques and processes to identify and resolve issues related to the completion of work assignments. |

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| 14 | Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems. |
| 15 | Ability to identify required data, information, materials, and resources needed to complete/perform a project. |
| 16 | Ability to analyze selection and certification data to ensure accuracy of eligibility lists, scores, candidate pools, and competitor information. |
| 17 | Ability to recognize when issues, activities, and/or decisions need to be elevated to management. |
| 18 | Knowledge of basic arithmetic techniques (e.g., addition, subtraction, multiplication, division, decimals, percentages, fractions) to analyze numerical data. |
| 19 | Ability to perform basic arithmetic techniques (e.g., addition, subtraction, multiplication, division, decimals, percentages, fractions) to analyze numerical data. |
| 20 | Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials are complete, concise, and error-free. |
| 21 | Ability to proofread and edit written materials (e.g., memoranda, letters, reports, procedures, preliminary orders) to ensure that prepared materials accurately and clearly present information. |
| 22 | Ability to read and comprehend various technical documents such as laws, rules, regulations, policies, procedures, standards, and technical reports. |
| 23 | Ability to communicate information clearly and concisely in writing to audiences with varying levels of understanding. |
| 24 | Ability to write memos, emails, or other communication using proper grammar, punctuation, and sentence structure to ensure that written materials are complete, concise, and error-free. |
| 25 | Ability to write reports using proper grammar, punctuation, and sentence structure to ensure that written materials are complete, concise, and error-free. |
| 26 | Ability to create clear and accurate written instructions and directions for individuals with various levels of technical expertise. |
| 27 | Ability to verbally communicate information clearly, concisely, and appropriately to audiences with varying levels of understanding. |
| 28 | Ability to communicate with internal and external customers with tact, especially concerning difficult and sensitive issues. |
| 29 | Ability to verbally summarize a variety of facts, statistics, and/or data clearly and concisely. |

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| 30 | Ability to provide clear and accurate verbal instructions and directions to individuals with various levels of technical expertise. |
| 31 | Ability to develop and maintain cooperative relationships with coworkers, HR liaisons, management, other governmental agencies, and the public. |
| 32 | Ability to listen to others to facilitate an open exchange of ideas that provides for effective two-way communication. |
| 33 | Knowledge of word processing software (e.g., Word) to prepare correspondence and reports. |
| 34 | Knowledge of spreadsheet software (e.g., Excel) to prepare spreadsheet summaries, reports, charts, and tables. |
| 35 | Knowledge of electronic mail and calendaring software (e.g., Microsoft Outlook, GroupWise) for e-mail and calendaring purposes. |
| 36 | Ability to use standard office equipment (e.g., printer, copier, fax machine, projector, telephone, flash drive, scanner) to complete job duties. |
| 37 | Ability to use the internet and intranet to conduct on-line research and obtain information related to departmental policies, procedures, and resources to complete program or project activities. |
| 38 | Knowledge of time management techniques to provide for efficient prioritization and completion of projects and assignments. |
| 39 | Ability to be flexible to changes in priorities and assignments, which may impact pre-established timelines and courses of action for completing tasks. |
| 40 | Ability to prioritize assignments in order of importance to effectively meet deadlines without sacrificing the quality of work. |
| 41 | Ability to complete work under critical timelines to meet project objectives and deadlines. |
| 42 | Ability to work independently on projects or assignments with limited supervision. |
| 43 | Ability to work as a member of a team to complete projects in a timely fashion. |
| 44 | Ability to identify situations where available information, resources, or capabilities are insufficient to complete work tasks and seek assistance as needed. |