

## Personnel Technician 2 (Supervisor)

### Knowledge, Skills, Abilities, and Personal Characteristics Statements

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 determine the appropriate scope of recruitment (i.e. determining location of recruitment, number of eligibles to contact, what ranks to recruit from) to generate a viable candidate pool for the hiring manager.
11	Ability to generate a cert list for a candidate pool in order to provide hiring options to fill vacancies.
12	Ability to ensure correct procedures are followed during any examination to ensure a fair and equitable examination process for all competitors.

13	Ability to find and collect relevant data (e.g., salary, education, classification) and deliver to interested parties.
14	Knowledge of problem-solving techniques and processes to identify and resolve issues related to the completion of work assignments.
15	Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
16	Ability to identify required data, information, materials, and resources needed to complete/perform a project.
17	Ability to analyze selection and certification data to ensure accuracy of eligibility lists, scores, candidate pools, and competitor information.
18	Ability to recognize when issues, activities, and/or decisions need to be elevated to management.
19	Knowledge of basic arithmetic techniques (e.g., addition, subtraction, multiplication, division, decimals, percentages, fractions) to analyze numerical data.
20	Ability to perform basic arithmetic techniques (e.g., addition, subtraction, multiplication, division, decimals, percentages, fractions) to analyze numerical data.
21	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials are complete, concise, and error-free.
22	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.
23	Ability to read and comprehend various technical documents such as laws, rules, regulations, policies, procedures, standards, and technical reports.
24	Ability to communicate information clearly and concisely in writing to audiences with varying levels of understanding.
25	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.
26	Ability to write reports using proper grammar, punctuation, and sentence structure to ensure that written materials are complete, concise, and error-free.
27	Ability to extract specific, relevant data and information from a larger body of material in order to summarize information for interested parties.
28	Ability to create clear and accurate written instructions and directions for individuals with various levels of technical expertise.

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

47	Knowledge of supervisory principles, practices, and techniques to oversee the work activities of employees and ensure the work unit operates effectively and complies with all applicable policies and procedures.
48	Knowledge of leadership principles and methods to motivate and maintain the productivity of work unit staff members in accomplishing program objectives.
49	Knowledge of various employee benefit programs (e.g., Family Medical Leave Act, Employee Assistance Programs, Workers' Compensation) to provide referrals and assist staff.
50	Knowledge of training techniques (e.g., on the job, classroom, coaching) to educate staff on topics relating to job tasks to improve performance and productivity.
51	Ability to function as a technical lead for complex projects to ensure work is completed correctly and in a timely manner.
52	Ability to delegate work to staff to ensure work is completed on time.
53	Ability to maintain high ethical standards in completing all assignments and projects.
54	Ability to review the work of subordinate staff and provide constructive feedback from the perspective of a supervisor.
55	Ability to foster respect for cultural, race, and gender diversity, as well as their individual differences amongst staff members.
56	Ability to inspire confidence and effective working relationships with staff and stakeholders to ensure the unit's operations and activities run smoothly.
57	Ability to document employee performance using employee performance evaluations and/or probationary reports to ensure performance is recorded accurately and that it meets quality, quantity, and timeliness standards.
58	Ability to mentor staff to develop skills, improve staff performance, and promote career development.
59	Ability to establish priorities and manage the staff and resources necessary to maximize the productivity and/or effectiveness of the work unit.
60	Ability to perform oversight work activities ensuring that end products or services are delivered on schedule and in compliance with applicable laws.
61	Ability to introduce changes in the work unit in a positive manner to increase the likelihood of staff acceptance.

62	Ability to lead by positive example in managing the employees of the work unit.
63	Ability to provide a forum for the resolution of conflicts or disputes.