

Office Assistant

Core Competencies

Clerical: applies knowledge of clerical equipment and software, processes, techniques, and professional standards to complete routine office work to generally accepted professional standards. Completes work independently with minimal supervision. Uses skills and abilities to complete tasks consisting of many different and connected parts, including deciding which processes to use.

Computer Skills: Uses computers, software applications, databases, and automated systems to accomplish work.

Customer Service: Interacts with recipients of services (internal or external customers) in a way that provides accurate, timely, and effective information and service in a courteous and professional manner.

Attention To Detail: sees and pays attention to details; recognizes the component parts of a procedure or object, and can verify correctness or error in an individual part or procedure.

Reading Comprehension: Comprehends and correctly applies information presented in written form. Makes correct inferences; draws accurate conclusions.

Oral Communication: Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Potential Position-specific competencies

Organized Workplace: successfully organizes activities, tasks, and projects that require accuracy, planning, and record keeping.

Written Communication: Writes in a clear, concise, organized, and convincing manner for the intended audience.

Frequent Interaction With Others: applies a strong 'people orientation' rather than a task orientation to comfortably deal with multiple interruptions on a continual basis, always maintaining a friendly interface with others.

Self Management: effectively prioritizes and completes tasks in order to deliver desired outcomes within allotted time frames.

Teamwork: Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.