|  |  |
| --- | --- |
| **Competency A: Human Relations** | **Minimum: 15** |
| **Tasks** |  |
| 1.        Identify appropriate work habits and ethics including appropriate dress. |  |
| 2.        Identify, evaluate, and select training resources for employee training programs. |  |
| 3.        Develop/explain work processes and procedures (organizational and prioritizing skills). |  |
| 4.        Coordinate staff work schedule and workload distribution. |  |
| 5.        Contribute to development of job descriptions for staff. |  |
| 6.        Discuss and analyze an employee performance evaluation. |  |
| 7.        Maintain employee records. |  |
| 8.        Update policy and procedures manual. |  |
| 9.        Conduct new employee orientation and employee training. |  |
| 10.     Create and maintain effective and productive work relationships. |  |
| 11.     Work in a team to solve problems and share knowledge. |  |
| 12.     Exhibit behaviors and actions to effectively motivate and lead people. |  |
| **Competency B: Technology Concepts** | **Minimum: 15** |
| **Tasks** |  |
| 1.        Conduct a needs assessment of hardware, software, furniture, equipment, and supplies. |  |
| 2.        Evaluate and recommend hardware, vendors, warranties, and purchasing options to solve specific problems. |  |
| 3.        Remove, upgrade, store, and install computer hardware and supportive software. |  |
| 4.        Navigate the basic operating system and internet applications. |  |
| 5.        Manage files and folders. |  |
| 6.        Identify and use appropriate help resources to learn software and hardware and to solve problems (e.g., help desks, online help, and manuals). |  |
| 7.        Select and apply the appropriate productivity software to complete tasks. |  |
| 8.        Identify, evaluate, and select software specific to an organizational function and/or industry. |  |
| 9.        Select and apply multimedia software appropriate for specific tasks. |  |

|  |  |
| --- | --- |
| **Competency C: Communication Skills** | **Minimum: 10** |
| **Tasks** |  |
| 1.        Compose, give, and follow oral and written instructions. |  |
| 2.        Identify good listening skills. |  |
| 3.        Interpret verbal and nonverbal cues/behaviors to enhance communication. |  |
| 4.        Locate/maintain telephone numbers and addresses. |  |
| 5.        Identify proper techniques for answering, screening, and placing calls, including conference calls. |  |
| 6.        Identify proper techniques for placing a caller on hold, transferring a call, and/or taking a message. |  |
| 7.        Identify, analyze, and evaluate emerging communications technologies for use in organizations. |  |
| 8.        Process electronic communications (e.g., fax, e-mail, file transmissions). |  |
| 9.        Prepare and deliver oral presentations. |  |
| 10.     Receive/greet visitors and clients; make introductions, and direct inquiries. |  |
| 11.     Locate, organize, and reference information from a variety of sources to communicate with co-workers and customers/clients. |  |
| 12.     Communicate with customers and other employees to foster positive relations, clarify workplace objectives, and provide feedback. |  |
| 13.     Compose business documents such as agendas, reports, and correspondence. |  |
| 14.     Develop and interpret tables, charts, and figures to support written and oral communications. |  |
| **Competency D: Decision Making/Management** | **Minimum: 10** |
| **Tasks** |  |
| 1.        Identify different types of leadership styles and describe characteristics of effective leaders. |  |
| 2.        Identify the functions of management. |  |
| 3.        List the responsibilities involved at the different levels of management. |  |
| 4.        Interpret an organizational chart. |  |
| 5.        Set priorities and develop efficient procedures for workflow and monitor work loads. |  |
| 6.        Develop efficient office teams and apply skills to assigned activities and to resolve conflicts. |  |
| 7.        Examine potential problems facing business and offer alternative solutions including contingency plans. |  |
| 8.        Acquire, analyze, access, exchange, organize, and synthesize information to guide business decision making and to increase workplace efficiency and effectiveness. |  |
| 9.        Identify, write, and monitor workplace performance goals to guide progress in assigned areas of responsibility and accountability. |  |
| 10.     Manage quality-control processes to minimize errors and to expedite workflow. |  |

|  |  |
| --- | --- |
| **Competency E: Career Development** | **Minimum: 5** |
| **Tasks** |  |
| 1.        Explore business careers and examine job opportunities through various sources, including newspapers, employment agencies, personal inquiries, and the Internet. |  |
| 2.        Develop a career plan. |  |
| 3.        Prepare a letter of application, resume, employment application, and follow-up letter. |  |
| 4.        Identify behaviors considered to be appropriate or inappropriate in a job interview. |  |
| 5.        Identify the steps to follow in resigning from a position. |  |
| 6.        Develop and maintain a portfolio and personal professional documents and certifications. |  |
| 7.        Identify potential employment barriers for nontraditional groups and ways to overcome the barriers. |  |
| 8.        Utilize career-advancement activities to enhance professional development. |  |
| **Competency F: Business Operations** | **Minimum: 15** |
| **Tasks** |  |
| 1.        Identify characteristics of an efficiently organized workstation and recommend improvements in physical layout. |  |
| 2.        Make decisions on best reprographics methods to use for a specific task including appropriate paper. |  |
| 3.        Process incoming and outgoing mail, including electronic mail. |  |
| 4.        Identify and coordinate special mail services and alternative courier and electronic mail services. |  |
| 5.        Arrange and coordinate travel arrangements for supervisor or staff (e.g., reservations, itinerary). |  |
| 6.        Demonstrate time management skills. |  |
| 7.        Coordinate meetings, events, and activities related to the office. |  |
| 8.        Use Personal Information Management applications (notes, calendars, contact information) to increase workplace efficiency and to facilitate on-time, prompt completion of work activities. |  |
| 9.        Establish procedures to maintain workstation, equipment, materials, and supplies. |  |
| 10.     Troubleshoot problems with office equipment to make repairs and/or to obtain technical support. |  |
| 11.     Maintain office equipment such as printers, copiers, and fax machines (add toner, load paper, clear paper path, change cartridge). |  |
| 12.     Manage preventive maintenance and repair of equipment. |  |
| 13.     Implement processes for purchasing business supplies, equipment, and services. |  |
| 14.     Identify types of business ownership. |  |

|  |  |
| --- | --- |
| **Competency G: Database/Information Management** | **Minimum: 5** |
| **Tasks** |  |
| 1.        Establish and maintain document and information storage and retrieval system. |  |
| 2.        Prepare and maintain an inventory record of software, furniture, hardware, equipment, and supplies. |  |
| 3.        Maintain (index, code, sort, and file) alphabetical, subject, numerical, and chronological filing system and retrieve information from files. |  |
| 4.        Maintain tickler file system and retrieve information from files. |  |
| 5.        Maintain reference library, clippings, and historical records. |  |
| 6.        Purge records and/or files. |  |
| 7.        Convert and save data using scanning equipment. |  |
| **Competency H: Ethics/Safety** | **Minimum: 5** |
| **Tasks** |  |
| 1.        Identify major causes of office-related accidents and establish safety and security measures to maintain office safety. |  |
| 2.        Adhere to privacy, safety and security policies and legislation (e.g., acceptable use policy, Web page policies, student photo policies, computer crime, fraud, abuse). |  |
| 3.        Implement organizational policies and procedures for security, privacy, and risk management. |  |
| 4.        Demonstrate knowledge of an emergency/disaster plan. |  |
| 5.        Discuss basic issues related to responsible use of technology and describe personal or legal consequences of inappropriate use. |  |
| 6.        Identify confidentiality concepts and policies in an office. |  |
| 7.        Identify characteristics of professional conduct and work ethics (integrity, loyalty, honesty, courtesy, etc.). |  |
| 8.        Analyze various ethical issues and problems related to the office including acceptable/unacceptable office behavior. |  |
| 9.        Examine factors related to ergonomics and its importance to the office worker. |  |
| 10.     Read, interpret, and adhere to software license agreements and legal mandates (e.g., ADA, Sarbanne-Oxly). |  |
| **Competency I: Finance** | **Minimum: 5** |
| **Tasks** |  |
| 1.        Prepare banking transactions (deposit slips, reconcile bank statement, etc.). |  |
| 2.        Use manual and electronic methods to complete payroll documents and other financial transactions. |  |
| 3.        Apply uses of calculator or computer numeric keypad in solving business problems. |  |
| 4.        Develop budgets for office and/or specific events and manage expenses. |  |
| 5.        Complete purchase requisitions and vouchers for payment. |  |
| 6.        Implement expense-control strategies to enhance a business’s financial well-being (budgets, expenses, contracts). |  |
| 7.        Manage business records to maintain needed documentation. |  |
| 8.        Record transactions to manage cash fund accounts such as petty cash. |  |
| 9.        General finance terms and conditions. |  |
| **Competency J: Information Processing** | **Minimum: 15** |
| **Tasks** |  |
| 1.        Create, format, and key business documents (agendas, statistical documents, correspondence, reports, etc.) using a variety of input technologies to maximize productivity (keyboarding, scanning, speech recognition, and digital cameras). |  |
| 2.        Utilize software to revise, edit, save, and output documents. |  |
| 3.        Transcribe business correspondence (correspondence, reports, minutes of meetings, etc.). |  |
| 4.        Dictate notes and correspondence. |  |
| 5.        Create and format tables, charts, and graphs. |  |
| 6.        Perform a variety of word processing functions (merge text, sort data, search/replace data, create macros, use templates, etc.). |  |
| 7.        Convert document from one operating system to another or one software program to another. |  |
| 8.        Create, edit, and enhance spreadsheets. |  |
| 9.        Create and edit a database. |  |
| 10.     Extract useful information using search queries and generate reports. |  |
| 11.     Integrate database, spreadsheet, graphic, and word processing files. |  |
| 12.     Complete preprinted and electronic forms (applications, invoices, purchase orders, purchase invoices, checks, credit memos, and labels). |  |
| 13.     Scan documents, data, or graphics for document use. |  |
| 14.     Proofread and edit documents for accuracy and content, grammar, spelling, and punctuation. |  |
| 15.     Develop a presentation and/or visual aids that include multiple slides with text and graphics. |  |
| 16.     Demonstrate ability to use office and online references. |  |
| 17.     Employ collaborative/groupware applications to facilitate group work (shared files, instant messaging, or virtual meetings). |  |
| 18.     Reproduce and distribute documents and information. |  |

**References:**

*Career Cluster Resources for Marketing, Sales & Service.* 2008. National Association of State Directors of Career Technical Education Consortium. Washington, DC.

*Career Cluster Resources for Business, Management and Administration*. 2008.

National Association of State Directors of Career Technical Education Consortium. Washington, DC.

*Career Cluster Resources for Finance*. 2008. National Association of State Directors of Career Technical Education Consortium. Washington, DC.

*Business Education Standards.* National Business Education Association. Reston, VA.

*Office Management Curriculum Content Frameworks*. 2004. Career and Technical Education, Office of Assessment and Curriculum, Arkansas Department of Workforce Education. Little Rock, AR.

*Office Administration, Office Specialist I, II, and III Competency-Based Task/Competency List*. 2008/2009. The CTE Resource Center, Virginia Department of Education. Henrico, VA.

*Administrative Support Occupations Skill Standards*. Vocational Technical Education Consortium of States, Decatur, GA.

*Office Management Profile*. 2008. *Division of Technical and Adult Education.* Charleston, WV.

*Administrative Support Technology.* 2002. South Carolina Career and Technology, South Carolina Department of Education. Columbia, SC.

*Administrative Support Services. Kentucky Occupational Skill Standards List.* 2007. Career and Technical Education. Kentucky Department of Education. Frankfort, KY.

*Administrative Management*. 2005. Career and Technical Education. Tennessee Department of Education. Nashville, TN.