

## **Community Office Occupations Competencies**

### **1. COMPUTER APPLICATIONS**

- a. Demonstrates keyboarding skills of 45 net words per minute
- b. Demonstrates computer literacy including terminology, opening files, saving files and editing files
- c. Demonstrates word processing skills in preparing business letters, reports, and other business documents
- d. Demonstrates spreadsheet development skills using Excel
- e. Demonstrates presentation development skills using PowerPoint
- f. Demonstrates Internet access skills (websites, search engines, etc.)

### **2. OFFICE PROCEDURES AND PRACTICES**

- a. Demonstrates proper filing procedures in alphabetic, numeric, subject and geographic systems
- b. Demonstrates proper use of ten-key calculator by using the touch method involved in mathematical and accounting procedures
- c. Demonstrates proper use of other office equipment (copiers, fax machines, etc.)
- d. Demonstrates work place etiquette (business attire, proper attitude, and office protocol)
- e. Demonstrates customer service skills
- f. Demonstrates work experience through training from a hands-on volunteer community office or customer service workplace.

### **3. COMMUNICATIONS**

- a. Demonstrates proper oral and speaking skills evidenced through community workplace experiences and classroom assignments.
- b. Demonstrates proper business telephone etiquette learned from workplace and classroom training.
- c. Demonstrates written, composition, grammar, spelling and punctuation skills through work place reports and other classroom assignments.

### **4. ESSENTIAL EMPLOYABILITY SKILLS/CAREER PREPARATION STANDARDS**

- a. Demonstrate personal skill development (positive attitude, honesty, self-confidence, and time management)
- b. Demonstrate effective interpersonal skills (group dynamics, conflict resolution, and negotiations)
- c. Demonstrate academic skills, critical thinking and problem-solving in the workplace
- d. Demonstrate effective communication
- e. Demonstrate occupational safety issues and observe all safety rules
- f. Demonstrate career awareness and knowledge of pathways
- g. Demonstrate ability to adapt to changing technology
- h. Demonstrate ability to prepare for employment (resume, job application, job interview, and portfolio development)

## 5. ESSENTIAL WORKPLACE SOFT SKILLS

- a. Demonstrates an understanding of time management through adherence to the required volunteer timesheets.
- b. Demonstrates an understanding of punctuality evidenced through passing scores from the workplace evaluation.
- c. Demonstrates an understanding of dependability evidenced through passing scores from the workplace evaluation.
- d. Demonstrates an understanding of using initiative through passing scores from the workplace evaluation.
- e. Demonstrates respect for authority through classroom and workplace evaluations.