

Computerized Office Systems Competencies

1. OVERVIEW

- a. Demonstrates office ergonomics skills to include proper office layout, seating position, monitor, mouse, and keyboard
- b. Demonstrates office rules and procedures to include work ethics, dress attire, and office behavior
- c. Demonstrates personal grooming to include appropriate office clothing, dress codes, and piercings
- d. Demonstrates telephone etiquette skills to include answering procedure, do's and don'ts
- e. Understands sexual harassment as well as how to identify, report, prevent and regulations

2. OFFICE CORE SKILLS

- a. Demonstrates math computation skills to include budget creation and time management
- b. Demonstrates machine calculation to include 10-key review and timings
- c. Demonstrates manual filing skills to include investigates and develops manual filing system
- d. Demonstrates oral and written communication and presentation skills
- e. Demonstrates improved keyboarding skills through weekly timed writings
- f. Demonstrates office ergonomics skills to include research, create, and understand office ergonomics

3. BUSINESS ENGLISH SKILLS

- a. Demonstrates grammar skills improvement
- b. Demonstrates punctuation skills improvement
- c. Demonstrates proofreading skills improvement
- d. Demonstrates vocabulary improvement
- e. Demonstrates business document formatting to include business letters, personal business letters and unbound reports and other documents
- f. Demonstrates spelling skill improvement

4. AUTOMATED MODULES

- a. Demonstrates knowledge of operating systems (MS Windows) including how to save, create, develop a file system, backup, search, and setting defaults,
- b. Demonstrates knowledge of word processing modules (MS Word) by preparing business letters, memos, tables, columns, mail merge, and margins
- c. Demonstrates knowledge of electronic spreadsheet modules (MS Excel) by working with formulas, cell format, data transfer, charts and graphs
- d. Demonstrates knowledge of desktop and electronic publishing modules (MS Publisher) by developing brochures, flyers, and newsletters
- e. Demonstrates knowledge of multimedia presentations (MS PowerPoint)

5. INCOME TAX PREPARATION

- a. Demonstrates knowledge of income tax preparation

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