Computerized Office Systems Competencies – Natwick, Soto, Hanna, Jeffers

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. Understands human relations skills to include research, develop, and create policies in workplace
   f. Demonstrates improved keyboarding skills through weekly timed writings
   g. Understands photocopying methods for duplex, color, reduce, enlarge, and two-sided
   h. Demonstrates various methods of telecommunications to include preparing cover sheets, send and receive, and investigate fax machines
   i. 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. OPTIONAL BUSINESS APPLICATIONS
   a. Demonstrates knowledge of payroll procedures
   b. Demonstrates knowledge of accounts receivable and accounts payable
   c. Demonstrates knowledge of bank reconciliation
   d. Demonstrates knowledge of income tax preparation
   e. Demonstrates knowledge of electronic typewriter module (e.g. forms, envelopes)
   f. Demonstrates knowledge of electronic data base management
   g. Demonstrates knowledge of machine transcription

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)