

KNOWLEDGE:

Documented by coursework, training or equivalent work or volunteer experience or a combination thereof in:

1. Budgeting: Forecasting future operational activities & converting projections into monetary terms to plan & monitor expenditures within specified fiscal authority.
2. Bookkeeping: Maintaining systematic records of financial transactions in ledger form (subject to audit) involving entry, verification & balancing of data, & operation of adding machines &/or calculators. Cannot be used to substitute for accounting.
3. Inventory Control: Preparing itemized records of goods & property on hand & having assigned responsibility for ordering supplies & monitoring disbursement of same.
4. Accounting: Designing systems involving establishment, interpretation, analysis & presentation of accounts & including preparation of reports, in addition to maintaining records of financial transactions (having responsibility for, or in case of, audit). May substitute for bookkeeping.
5. Management: Executive level authority to develop, control & direct operations to achieve defined objectives with maximum efficiency.
6. Labor Relations: Formal bargaining & negotiation with organized labor or management; labor conflict resolution (e.g., mediation, arbitration, settlement); contract administration & interpretation.
7. Workforce Planning: Analysis of present staffing requirements & determination of projected staffing patterns to best utilize available human resources.
- 8a. Employee Training Development: Formal responsibility for on-job training of employed individual(s) or for planning &/or implementation of training program for employees, requiring monitoring & assessment of employee progress in developing job knowledge, skills & abilities. Use when on-job training is being provided by higher-level worker or supervisor in employee's assigned work unit.

8b.Human Resource Development:	Training & behavioral concepts & organization practices related to training & developing human resources & organization development. Use when formalized training will be provided outside of employing unit & instruction will be provided by a trainer on-staff, training officer or other skilled trainer who is a state employee, contractual employee or professional guest. Training provided is to ensure that staff performance meets agency's current & future program needs.
9a.Lead Work	On a daily basis, provides work direction & training normally to lower-level employees assigned to the same work unit or adult inmates assigned to a work crew on a daily basis. A lead worker does not formally evaluate employees using DAS performance evaluation form, recommend or authorize leave or initiate or recommend disciplinary action.
9b.Supervision:	Assigns & reviews work, evaluates employee using DAS performance evaluation form, recommends or authorizes leave, and initiates or recommends disciplinary action for at least two full-time permanent civil service employees.
10.Safety Practices:	First aid or other emergency assistance background or formal industrial safety regulations & procedures. Type of safety practices would be specific to area of work (e.g., O.S.H.A.). (SPECIFY)
11a.Public Relations:	Assigned responsibility for establishing & sustaining beneficial business relationships or establishing & projecting acceptable public image. Common to positions such as public information officers.
11b.Human Relations:	Attitudes & actions which perpetuate good working relationships & acceptable public image (business & public behavior which reflects positively on employing agency) as opposed to assigned responsibility for establishment & maintenance of same. Normally applicable to positions where good rapport with clients must be established (e.g., Social Services Workers and Hospital Aide).
12.Office Management:	Analysis, organization & direction of office operations at clerical & administrative support level, involving supervisory responsibility for office staff (direct), & including evaluation of office production & establishment of procedures, within administrative guidelines, to improve &/or maintain efficiency & workflow.

13a. Office Practices & Procedures:	Normal operating procedures in office situation, usually relating to clerical or support operations. Use only when referring to clerical or secretarial positions on PD's. (SPECIFY)
13b. Agency Policies & Procedures:	Policies & procedures specific to internal operations of employing agency (not to be required prior to employment at entry level). (SPECIFY)
14. Government Structure & Process:	Organization & operation of local, regional state or federal government agency, program or activity. May refer to specific procedure of agency (e.g., Chapter 119 public hearing procedures & guidelines for filing administrative rules). (SPECIFY)
15. Counseling:	Formal responsibility for advising in area of expertise (individual or group), normally involving collection & analysis of data & appraisal of interests, aptitudes, abilities & personality characteristics (e.g., guidance counseling, employment counseling, psychological counseling using standard theory).
16. Interviewing:	Solicitation of standard information in one-on-one situation involving at least limited interpretation or evaluation of responses &/or manner in which information is presented.
17. Business:	Corporate, real estate, retail, partnership, individual distributorship, agriculture. (SPECIFY)
18. Engineering:	Civil, electrical, chemical, metallurgical, mechanical. (SPECIFY)
19. Humanities:	Fine arts (design, painting); performing arts (music, dance, theater); languages (English, Spanish); communications (journalism, speech, radio/TV); literature/classics (English literature, Latin); miscellaneous studies (library science). (SPECIFY)
20. Natural Sciences:	Biological sciences (zoology, botany); physical sciences (physics, mathematics, astronomy); miscellaneous sciences (agronomy). (SPECIFY)
21. Social Sciences:	Social services (social welfare, human development); social sciences (geography, cartography, sociology, psychology, anthropology, history). (SPECIFY)
22. Electronic Data Processing:	Programming, hardware systems, software systems, systems analysis, language. (SPECIFY)

23.Law: Criminal, corporate, federal tax, international, labor, federal anti-trust, family, banking, consumer, environmental, civil. Area cited should be directly related to area of practice. **(SPECIFY)**

SKILLS:

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24.Transcription: Preparing typed copy from notes or dictation.

25a. Typing: Operating typewriter keyboard with speed & accuracy using symbols instead of long hand letters.

25b. Word Processing
Operation of personal computer to create, edit/revise, store & purge documents using office systems software. **(SPECIFY Office Systems Software Used)**

26a. Dictation: Manually recording spoken data with speed & accuracy using long hand letters.

26b. Speedwriting
Manually recording spoken data with speed & accuracy using words.

27.Keypunch: Operating data entry equipment keyboard with speed & accuracy.

28.Skilled Trade: Carpentry, welding, plumbing, upholstering. **(SPECIFY)**

29.Equipment Operations:
Offset press, photocopier, truck, lift, calculator, computer. **(SPECIFY)**

ABILITIES

30. Reasoning

- a. carry out simple instructions
- b. recognize unusual or threatening conditions & take appropriate action
- c. carry out detailed but basic written or oral instructions
- d. deal with problems involving few variables in familiar context
- e. carry out instructions in written, oral or picture form
- f. deal with problems involving several variables in familiar context
- g. understand system of mechanical or other procedures (**SPECIFY what procedure; For example: wiring, bookkeeping**)
- h. apply principles to solve practical, everyday problems
- i. deal with variety of variables in somewhat unfamiliar context
- j. interpret variety of instructions in written, oral, picture or schedule form
- k. understand practical field of study (e.g., engineering, business administration)
- l. define problems, collect data, establish facts & draw valid conclusions
- m. interpret extensive variety of technical material in books, journals & manuals
- n. deal with some abstract but mostly concrete variables
- o. understand somewhat abstract field of study (e.g., physics, chemistry, math)
- p. deal with non-verbal symbols in formulas, equations or graphs
- q. understand most difficult classes of concepts
- r. deal with many variables & determine specific action (e.g., research, production)

31. Numerical

- a. count, do basic addition & subtraction
- b. **READ & RECORD FIGURES ACCURATELY**
- c. comprehend & record figures accurately
- d. add, subtract, multiply & divide whole numbers
- e. calculate fractions, decimals & percentages
- f. use algebra
- g. use geometry & trigonometry
- h. use statistical analysis
- i. use calculus

32. Verbal

- a. follow basic oral instructions (not necessary to read or write)
- b. recognize safety warnings
- c. **READ INDIVIDUAL WORDS**
- d. comprehend individual words
- e. **READ SHORT SENTENCES WITH BASIC, CONCRETE VOCABULARY**
- f. comprehend short sentences with basic, concrete vocabulary
- g. copy records precisely without error
- h. **READ SIMPLE SENTENCES WITH COMMON VOCABULARY**

- i. comprehend simple sentences with common vocabulary
- j. copy material accurately & recognize grammatical & spelling errors
- k. complete routine forms
- l. maintain accurate records
- m. transcribe dictation, make appointments
- n. **SCREEN MAIL**
- o. originate routine business letters reflecting standard procedures
- p. interview job applicants effectively
- q. understand manuals & verbal instructions, technical in nature
- r. prepare meaningful, concise & accurate reports
- s. **PROOFREAD TECHNICAL MATERIALS, RECOGNIZE ERRORS & MAKE CORRECTIONS**
- t. use proper research methods in gathering data
- u. prepare & deliver speeches before specialized audiences & general public
- v. originate &/or edit articles for publication
- w. originate instructions & specifications concerning proper uses of machinery
- x. develop complex reports & position papers
- y. originate &/or edit technical, scientific or advanced literary publications
- z. prepare deeds, leases, wills, mortgages &/or contracts
- aa. lecture on politics, economics or science to highly specialized groups
- bb. comprehend & discuss highly abstract material (e.g., logic, philosophy)

33. Clerical

- a. arrange items in numerical or alphabetical order
- b. sort items into categories according to established methods
- c. code items from one symbolic form to another
- d. check pairs of items that are similar or dissimilar
- e. gather, collate & classify information about data, people or things

34. Interpersonal

- a. work in isolation
- b. work alone on most tasks
- c. cooperate with co-workers on group projects
- d. **ANSWER ROUTINE TELEPHONE INQUIRES FROM PUBLIC**
- e. establish friendly atmosphere as supervisor of work unit
- f. handle sensitive inquiries from & contacts with officials & general public
- g. establish friendly atmosphere as division or large section chief
- h. develop good rapport with inmates &/or patients
- i. resolve complaints from angry citizens & government officials

35. PHYSICAL

- A. DEMONSTRATE PHYSICAL FITNESS
- B. DEMONSTRATE AGILITY (TO MOVE WHOLE BODY QUICKLY & EASILY)
- C. DEMONSTRATE STRENGTH TO LIFT UP TO _____ LBS. (SPECIFY)
- D. DEMONSTRATE STRENGTH TO MOVE (E.G., PUSH, PULL OR OTHERWISE MOVE) OBJECTS FROM ONE LOCATION TO ANOTHER.
- E. DEMONSTRATE DEXTERITY TO (SPECIFY what parts of the body are to be used and in the completion of what tasks)