GENERAL KNOWLEDGE, SKILLS & ABILITIES SAMPLES

Degree/Experience

- Appropriate associate degree and two years of related work experience or the equivalent of four years of related work experience.
- Associate degree with courses in accounting, business, banking, finance, or related field.
- Requires two years of directly related accounting, bookkeeping or budgeting experience.
- Appropriate bachelor's degree with three years experience working with the business and industry community.
- Appropriate associate degree in business administration or office technology, etc.
- Five years working experience in project coordination--will accept a bachelor's degree in lieu of experience.
- Excellent office management skills and four years of directly related experience.
- Associate degree with four years of office management experience.
- General background and knowledge in accounting procedures.

General Office

- Good working knowledge of office procedures and office management.
- General background and knowledge in accounting procedures.
- Excellent telephone receptionist skills with a thorough knowledge of telephone etiquette.
- Ability to understand technical instructions.
- Knowledge and abilities in proofreading materials for grammatical and spelling errors, and keyboard skills.

Interpersonal Skills

- Ability to create a positive impression of the division and college while responding to customers either by telephone or in person.
- Excellent demonstrated written, oral, and interpersonal communication skills.
- Personable and courteous in working relationships with colleagues, students, and the public.
- Excellent interpersonal skills, demonstrated positive customer service skills, and ability to relate to people of varying ages and backgrounds.
- Ability to work with a wide range of individuals (students, staff, faculty, public).
- Excellent communication and interpersonal skills.
- Excellent verbal, written and interpersonal communication skills.
- Ability to communicate well with a variety of people including excellent written and interpersonal skills necessary for achieving goals and resolving conflicts.
- Excellent interpersonal skills and written communication skills with the ability to communicate well with a variety of people.
- Good interpersonal skills and ability to communicate well with a variety of people.
- Customer service orientated with the ability to create a positive impression of the division and the college while responding to customers.
• Enjoys and thrives in a friendly, highly visible and active working environment.
• Excellent interpersonal skills and demonstrated ability to communicate tactfully and with emphasis on friendly customer service.
• Ability to work with and present to diverse groups of individuals and good customer relation skills.

Computer Proficiency
• Basic computer software skills – email and electronic calendar (Outlook). (Custodians, Maintenance, Food Service, etc.)
• Excellent computer software skills – Microsoft Office (Word, Excel and Access), email and electronic calendar (Outlook) and excellent keyboarding skills. (Office Staff)
• Good computer software skills – Microsoft Office, email and electronic calendar (Outlook). (Instructors, some professional staff, etc.)
• Good computer software skills and experience with a variety of teaching resources, media and technologies, including computer-aided instruction and graphing calculators.
• Ability to introduce computer technology into the classroom and laboratory and willing to explore new course delivery methods.

There may be times when we need to change the Microsoft Office programs (i.e, delete Access, add PowerPoint, etc.) or add internet skills, special software, etc.

Organization/Details/Multi-tasking
• Excellent organizational skills and the ability to attend to details and meet deadlines.
• Neat, organized and able to meet multiple deadlines.
• Ability to organize, schedule and utilize time well.
• Good organization skills and attention to details and accuracy.
• Ability to coordinate, organize and anticipate details for special programs and events.
• Ability to coordinate and handle multiple priorities.
• Ability to juggle multiple/conflicting priorities and set priorities.
• Ability to manage multiple projects successfully.
• Ability to work under pressure on a variety of projects simultaneously.
• Effective management, organizational, budgeting and planning skills.
• Successful experience in the areas of decision-making, project management, and budgeting.
• The ability to independently manage the details of multiple programs and projects, to track activities and to meet deadlines.
• Detail oriented and the ability to set priorities and objectives.
• Organized, detail oriented, neat and able to meet deadlines.
• Ability to work as a team member.
• Demonstrated problem solving skills and self-starting skills.
• Ability to work and make decisions with minimal supervision.
• Effective problem solving and negotiating techniques.
• Ability to function independently in a multi-task environment, as well as part of a team.

Miscellaneous
• Ability to adapt to a changing environment.
• Ability to show flexibility in response to change and adapt to and accommodate new methods and procedures.
• Effective problem solving and conflict resolution skills.
• Ability to take initiative, make independent judgments/decisions.
• Well developed research skills, excellent analytical and critical thinking skills and ability to identify and resolve complex problems.
• Ability to work some evening and weekend hours.
• Excellent presentation skills.
• Ability to analyze data and draw conclusions.
• Ability to communicate clearly to avoid confusion and misunderstanding with others.
• Ability to remain calm and composed when dealing with distraught people.
• Ability to answer phone, direct calls, perform standard office tasks and operate standard office equipment.
• Advanced ability to effectively communicate in both a verbal and written manner (director & above level).
• Ability to learn new skills quickly.

Supervisory
• Ability to plan, direct and review the work of others.
• Supervisory experience of FT positions and more than three years of administrative office experience.
• Two years of supervisory experience.
• At least three years of being a team leader, lead worker, or having supervisory responsibilities.

Confidentiality
• Disciplined and able to maintain confidentiality.

Faculty
• Ability to articulate and support the community college philosophy with a strong commitment to teaching and learning in a community college setting.
• Ability to work cooperatively with diverse groups.
• Teaching experience.
• Experience with a variety of teaching resources, media and technologies, including computer-aided instruction and/or online instruction technologies.
• Knowledge of online course delivery.

Preferences
• Experience with PeopleSoft software.
• Experience in a comparable position.
• Higher education experience.
• Appropriate bachelor’s degree.
• Appropriate master’s degree.
• More than .... years experience in a comparable position.
• College teaching experience.
• Must be willing to complete periodic upgrades and certifications as necessary.