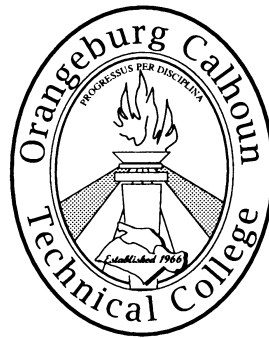


AUTOMATED OFFICE COMPETENCY PROFILE



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An entry-level automated office worker performs the basic functions required in an entry-level secretarial or clerical position. A good background in communications, keyboarding, word processing, computer skills, and filing is essential. Also, vital to the automated office worker is the ability to establish and maintain interpersonal relationships, greet callers, and handle telephone messages with tact.

A. PERFORM BASIC OFFICE/ RECEPTIONIST FUNCTIONS	A-1 PERFORM ROUTINE TYPING, 45 wpm	A-2 PRODUCE DOCUMENTS AND FORMS WITH CORRECT SPELLING, PUNCTUATION, FORM, ETC.	A-3 OPERATE PHOTOCOPIERS, SCANNERS, AND FAX MACHINES
	A-4 OPERATE NUMERIC KEY PAD	A-5 SET UP AND MAINTAIN FILES	A-6 PERFORM BASIC OFFICE RECORD KEEPING FUNCTIONS
	A-7 GIVE PRECISE DIRECTIONS	A-8 GREET AND DIRECT VISITORS TO PROPER AREAS	A-9 USE OFFICE RESOURCES EFFICIENTLY <i>e.g. Time, Money, Materials, Space, and Staff</i>
	A-10 MAINTAIN INVENTORY CONTROL OF OFFICE SUPPLIES	A-11 * HANDLE COMPLAINTS, REQUESTS FOR INFORMATION ACCORDING TO OFFICE GUIDELINES, ETC.	A-12 APPLY PROPER OFFICE ETIQUETTE
	A-13 MAINTAIN WORKING TELEPHONE/ADDRESS DIRECTORY	A-14 MAINTAIN LOG OF CUSTOMERS AND PHONE CALLS	A-15 USE TRANSCRIPTION SOFTWARE
	A-16 MAINTAIN APPOINTMENTS/ SCHEDULES	A-17 PROCESS MAIL (INCOMING/OUTGOING)	A-18 FORMAT BUSINESS CORRESPONDENCE
	A-19 IDENTIFY/ORGANIZE COMPONENTS FOR REPORTS <i>e.g. charts, diagrams, etc.</i>	A-20 PREPARE WRITTEN REPORTS	A-21 FOLLOW EMPLOYER'S PLANS FOR EMERGENCIES
B. PERFORM TELECOMMUNICATI ON FUNCTIONS	B-1 OPERATE AUTOMATED TELEPHONE SYSTEMS <i>(Including voice mail, beepers, etc.)</i>	B-2 ANSWER TELEPHONE, ROUTE CALLS AND MESSAGES TO PROPER EXTENSION	B-3 SEND/RECEIVE TELEX (FAX) MESSAGES
	B-4 SEND/RECEIVE E-MAIL		

C. USE COMPUTER SKILLS	C-1 READ AND UNDERSTAND MANUALS	C-2 USE CORRECT COMPUTER TERMINOLOGY	C-3 WORK WITH MICROSOFT OFFICE SOFTWARE
	C-4 PREPARE SPREADSHEETS *	C-5 WORK WITH DATA BASES	C-6 PROOFREAD AND EDIT
	C-7 DEVELOP RESEARCH SKILLS USING THE INTERNET	C-8 ACQUIRE KNOWLEDGE OF STORAGE DEVICES AND OTHER PERIPHERALS	
D. DEMONSTRATE PROFESSIONAL ATTRIBUTES	D-1 CONDUCT SELF IN PROFESSIONAL MANNER <i>e.g. RELIABILITY, PUNCTUALITY, DEPENDABILITY, HONESTY, ETC</i>	D-2 COMPLY WITH ORGANIZATIONAL RULES AND POLICIES <i>e.g. MAINTAIN CONFIDENTIALITY PER OFFICE AND HIPAA GUIDELINES</i>	D-3 DEMONSTRATE LOYALTY TO ORGANIZATION
	D-4 RESPECT AND FOLLOW CHAIN OF COMMAND	D-5 ACQUIRE KNOWLEDGE OF REGULATORY AGENCIES' SAFETY GUIDELINES	D-6 RECOGNIZE AND RESPECT DIVERSITY
	D-7 RESPECT PRIVACY OF OTHERS	D-8 DEMONSTRATE/ PRACTICE APPROPRIATE PERSONAL AND WORK ETHICS	D-9 INSTILL AWARENESS OF SEXUAL AND HOSTILE WORK ENVIRONMENT HARASSMENT
	D-10 ACQUIRE KNOWLEDGE OF COMPANY POLICY REGARDING CONFLICT RESOLUTION	D-11 DEVELOP AND USE ANALYTICAL AND PROBLEM SOLVING SKILLS	D-12 DEVELOP/DEMONSTRATE DECISION MAKING SKILLS
	D-13 ABIDE BY APPROPRIATE GROOMING CONVENTIONS	D-14 DEMONSTRATE EFFECTIVE VERBAL/ WRITTEN COMMUNICATION SKILLS	D-15 FOLLOW VERBAL/ WRITTEN INSTRUCTIONS
	D-16 MANAGE TIME EFFECTIVELY, <i>e.g. SET PRIORITIES AND ORGANIZE WORK</i>	D-17 PRACTICE STRESS MANAGEMENT	D-18 ACCEPT RESPONSIBILITY

D. Con't DEMONSTRATE PROFESSIONAL ATTRIBUTES	D-19 WORK INDEPENDENTLY	D-20 PRODUCE QUALITY WORK	D-21 KEEP WORK AREA NEAT
	D-22 DEVELOP CONCEPT OF PROFESSIONAL DEVELOPMENT AND LIFELONG LEARNING	D-23 DEVELOP LEADERSHIP SKILLS	
E. DEVELOP INTERPERSONAL SKILLS	E-1 LISTEN EFFECTIVELY	E-2 PROJECT POSITIVE ATTITUDE	E-3 LEARN TO ACCEPT/GIVE CONSTRUCTIVE CRITICISM
	E-4 MOTIVATE SELF AND OTHERS	E-5 EFFECTIVELY USE CONFLICT RESOLUTION SKILLS	E-6 DEMONSTRATE POSITIVE ASSERTIVENESS
	E-7 TAKE INITIATIVE	E-8 WORK COOPERATIVELY WITH OTHERS	E-9 BECOME A TEAM PLAYER
	E-10 DEMONSTRATE FLEXIBILITY		
F. PRE-EMPLOYMENT SKILLS	F-1 UNDERSTAND THE IMPORTANCE OF COMPLETING ENTIRE APPLICATION FORMS	F-2 CREATE APPROPRIATE RESUME	F-3 DEVELOP COVER LETTERS AND FOLLOW-UP LETTERS
	F-4 DEMONSTRATE INTERVIEWING SKILLS AND PROPER APPEARANCE	F-5 ACQUIRE WORKING KNOWLEDGE OF COMPANY	F-6 BE FAMILIAR WITH COMPANY'S ORGANIZATION CHART

* Identifies critical skills and attributes

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