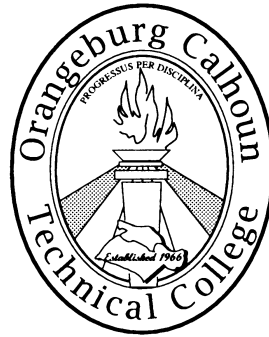


# OFFICE SYSTEMS TECHNOLOGY

## COMPETENCY PROFILE



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# OFFICE SYSTEMS TECHNOLOGY COMPETENCY PROFILE

*An Office Systems technologist is one who exhibits professionalism has proficiency in computers, technology, and office procedures.*

<b>A. DEMONSTRATE INTERPERSONAL RELATIONSHIPS</b>	A-1 DEMONSTRATE PRE-EMPLOYMENT INTERVIEWING SKILLS	A-2 EXHIBIT PERSONAL CONFIDENCE/ASSERTIVENESS	A-3 DEVELOP POSITIVE/FRIENDLY ATTITUDE
	A-4 BE PUNCTUAL, RELIABLE AND HONEST	A-5 PRACTICE GOOD HYGIENE AND GROOMING	A-6 WORK INDEPENDENTLY
	A-7 USE GOOD JUDGMENT AND TACT	A-8 DEVELOP ACTIVE LISTENING SKILLS	A-9 ACCEPT RESPONSIBILITY
	A-10 TAKE PRIDE IN WORK	A-11 WORK COOPERATIVELY WITH OTHERS AND RESPECT AUTHORITY	A-12 RESPECT PRIVACY OF OTHERS
<b>B. DEMONSTRATE PROFESSIONAL ATTRIBUTES</b>	B-1 MAINTAIN CONFIDENTIALITY PER OFFICE AND HIPAA GUIDELINES	B-2 BE LOYAL TO ORGANIZATION	B-3 COMPLY WITH ORGANIZATIONAL POLICIES
	B-4 INTERPRET ORGANIZATIONAL STRUCTURE	B-5 GIVE AND FOLLOW VERBAL AND WRITTEN INSTRUCTIONS	B-6 DEVELOP INTEROFFICE/AGENCY COMMUNICATIONS
	B-7 LEARN TO GIVE/ACCEPT CONSTRUCTIVE CRITICISM	B-8 DRESS APPROPRIATELY FOR THE PROFESSIONAL ENVIRONMENT	B-9 DEVELOP WORK ETHICS AND PRACTICE ETHICAL PROCEDURES
	B-10 ACQUIRE KNOWLEDGE ON SEXUAL AND HOSTILE WORK ENVIRONMENT AND HARASSMENT	B-11 USE CONFLICT RESOLUTION SKILLS EFFECTIVELY	B-12 LIMIT PERSONAL CONVERSATIONS AND INVOLVEMENT IN OFFICE POLITICS

<b>C.</b> <b>PERFORM BASIC ADMINISTRATIVE FUNCTIONS</b>	C-1 USE WORD PROCESSING SOFTWARE	C-2 TRANSCRIBE FROM DICTATION SOFTWARE WITH SPEED AND ACCURACY	C-3 KEYBOARD WITH SPEED AND ACCURACY <i>(Minimum of 45 wpm)</i>
	C-4 PERFORM HIGH VOLUME ROUTINE KEYBOARDING <i>(Letters, Forms, Labels, Envelopes, Mail Merge)</i>	C-5 * PRODUCE DOCUMENTS WITH CORRECT SPELLING, GRAMMAR, PUNCTUATION, AND FORM UTILIZING CORRECT EDITING AND PROOFREADING SKILLS	C-6 RECORD AND PRODUCE MINUTES USING ACCEPTED FORMAT
	C-7 * PERFORM DATABASE/SPREADSHEET FUNCTIONS	C-8 CREATE AND MODIFY FORMS AND/OR COMPLETE FORMS AS NECESSARY	C-9 * APPLY PROPER TELEPHONE TECHNIQUES
	C-10 GREET VISITORS AND TACTFULLY IDENTIFY NEEDS OF CALLERS/VISITORS	C-11 DEVELOP AN AWARENESS OF FINANCIAL POLICIES/ARRANGEMENTS	C-12 PLAN AND ORGANIZE WORK FOR SELF OR SUBORDINATES
	C-13 SET PRIORITIES TO MEET DEADLINES	C-14 SET UP AND MAINTAIN FILES	C-15 DOCUMENT ALL COMMUNICATIONS
	C-16 OPEN/READ/SORT AND DISTRIBUTE MAIL <i>e.g. paper, electronic</i>	C-17 COMPOSE LETTERS AND ANSWER ROUTINE CORRESPONDENCE AS AUTHORIZED	C-18 PREPARE OUTGOING MAIL IN ACCORDANCE WITH DIRECTIVES <i>e.g., postal, electronic</i>
	C-19 COLLECT AND/OR COMPILE DATA FOR REPORTS	C-20 GENERATE AND DISTRIBUTE MEMOS AND ANNOUNCEMENTS <i>e.g. paper or electronic</i>	C-21 SUMMARIZE INFORMATION AND REPORT TO SUPERVISORS
	C-22 OPERATE CALCULATORS USING TOUCH SYSTEM	C-23 MAINTAIN RECORDS <i>(Inventory, Time, Attendance, Requisitions, etc)</i>	C-24 SCHEDULE APPOINTMENTS
	C-25 MAKE TRAVEL ARRANGEMENTS AND ITINERARIES	C-26 DEVELOP INTERNET SEARCH AND E-MAIL SKILLS	

<b>D.</b> <b>DEMONSTRATE PROFICIENT UTILIZATION OF CONCEPT SKILLS</b>	D-1 USE PHOTOCOPIER	D-2 USE FAX MACHINE	D-3 USE MULTIPLE LINE TELEPHONE SYSTEM
	D-4 USE POSTAGE METER	D-5 USE MICRO FORMS/RECORD RETENTION	D-6 USE ELECTRONIC AND PROGRAMMABLE TYPEWRITERS
	D-7 USE OSHA MANUAL	D-8 USE PDR MANUAL	D-9 USE BUSINESS PROPOSALS, GRANTS, ETC
	D-10 USE SCANNER TO PREPARE TEXT AND IMAGE DOCUMENTS		
<b>E.</b> <b>OPTIONAL AREAS OF STUDY</b>	E-1 PERFORM LEGAL OFFICE FUNCTIONS	E-1-a * USE CORRECT LEGAL TERMINOLOGY	E-1-b PREPARE LEGAL FORMS <i>e.g. Deeds, Wills, Pleadings</i>
		E-1-c IDENTIFY COURT SYSTEMS, TYPES OF CASES/TYPES OF COURTS	E-1-d RECOGNIZE COURT HOUSE RECORDS
		E-1-e ACQUIRE KNOWLEDGE OF LEGAL HUD FORM	E-1-f KNOW AND FOLLOW GUIDELINES REGARDING PROTECTED INFORMATION
	E-2 PERFORM MEDICAL OFFICE FUNCTIONS	E-2-a BE FAMILIAR WITH CPT CODE BOOK	E-2-b BE FAMILIAR WITH ICD 9 DIAGNOSIS CODE BOOK
		E-2-c * USE CORRECT MEDICAL TERMINOLOGY	E-2-d COMMUNICATE FINANCIAL POLICIES/ARRANGEMENTS
		E-2-e ACQUIRE KNOWLEDGE OF BASIC FINANCIAL RECORDS	E-2-f GAIN KNOWLEDGE OF OSHA REQUIREMENTS
		E-2-g APPLY CONCEPTS OF MEDICARE, MEDICAID, AND PRIVATE PAY	E-2-h PERFORM MEDICAL TRANSCRIPTION <i>(45wpm)</i>
		E-2-i KNOW AND FOLLOW GUIDELINES REGARDING PROTECTED INFORMATION	

\* *Identifies critical skills and attributes*

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