



### Office Success Skills (OSS): Employer Feedback

Please check  the 19 or so most important skills for this job. Although all of the following skills are important, **the checked competencies are required to qualify as an applicant.**

Check if required	Office Success Skills	
	1 Initiates action on problems/requests, rather than simply referring same to supervisor.	Customer Relations
	2 Appropriately maintains confidentiality of information.	Customer Relations
	3 Effectively screens calls/appointments for superior or other personnel	Customer Relations
	4 Provides clear and specific work directions to others.	Customer Relations
	5 Effectively deals with irate or angry persons.	Customer Relations
	6 Responds sensitively to the needs and feelings of others.	Customer Relations
	7 Presents a positive image of superiors to others (e.g., "covers" for superior, etc.).	Customer Relations
	8 Displays a positive "customer service" attitude when dealing with others regardless of their level or status.	Customer Relations
	9 Displays appropriate assertiveness when interacting with others.	Customer Relations
	10 Effectively seeks clarification or guidance from others regarding own assigned work tasks	Organizing and Planning
	11 Effectively takes notes for future reference and/or communication to others.	Organizing and Planning
	12 Effectively establishes priorities for own work activities.	Organizing and Planning
	13 Effectively communicates information from one party to another.	Organizing and Planning
	14 Routes incoming calls/requests to appropriate parties (i.e., knows to whom certain types of calls/requests should be routed, etc.)	Organizing and Planning
	15 Develops quality solutions for improving efficiency/ effectiveness of own work activities.	Organizing and Planning
	16 Accurately assesses the political implications of situations involving self or superior.	Problem Solving

