

Administrative Support - Core Competency Survey

Core Competency	Skill Dimension	Baseline Skill Level	Not Observed	Post Certificate Skill Level	Not Observed	Course
Administrative Support Fundamentals	Act Professionally	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Administrative Support Essentials
	Integrate Work with UCSF Mission & Organization	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Administrative Support Essentials
	Perform Support Tasks: take notes & minutes, schedule meetings & rooms, mailing, repairs	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Administrative Support Essentials
	Use UCSF Resources: UCSF web site, various departments	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Administrative Support Essentials
Customer Service	Provide Telephone Customer Service	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Quality Customer Service & Telephone Courtesy
	Interpret Customer Needs & Solve Problems	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Quality Customer Service & Telephone Courtesy
	Create a Positive Image for Department / Unit	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Quality Customer Service & Telephone Courtesy
Computer Software	Create Documents	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Word Level 1
	Create Spreadsheets	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Excel Level 1
	Create PowerPoint Presentations	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		PowerPoint Level 1
Finance / Purchasing	Read General Ledger	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Fund Accounting & General Ledger Basics
	Purchase Supplies	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Material Management
	Pay Vendors	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Vendor Payments
	Recharge Departments	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		UCSF Recharge Basics
	Process Travel Expenses	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Travel & Entertainment Expense Processing
	Process Entertainment Expenses	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Travel & Entertainment Expense Processing
HR/Payroll Processing	Research Payroll / Personnel Data	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		OLPPS Inquiry Training e-Learning
Written & Spoken Communication	Write Clearly & Concisely	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Business Writing
	Use Correct Grammar & Punctuation	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Business Writing
Building Effective Work Relationships	Give and Receive Feedback	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Build a Partnership with your Supervisor
	Create Task Reporting System	Low 1 2 3 4 5 6 7 8 9 10 High		Low 1 2 3 4 5 6 7 8 9 10 High		Build a Partnership with your Supervisor