

Staff Assistant- A Staff Assistant provides general office, document preparation and administrative support for a department, office, or defined staff group at USF. Staff Assistants perform a wide range of support duties including preparation of correspondence and reports, filing, preparation and initiation of purchasing related transactions, leave, timekeeping and payroll transactions, fulfilling employment and appointment administration requirements, making travel arrangements, and maintaining calendars, schedules, and departmental databases.

<u>Competencies Needed</u>	<u>Do I have this competency</u>	<u>Training Available</u>
Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.	<input type="checkbox"/> Yes <input type="checkbox"/> No	SE102: Telephone Service Skills SE103: Communicating a Service Orientation SE104: Service Problem Solving SE105: Servicing an Upset Customer
Speaking — Talking to others to convey information effectively.	<input type="checkbox"/> Yes <input type="checkbox"/> No	SE102: Telephone Service Skills SE103: Communicating a Service Orientation SE104: Service Problem Solving SE105: Servicing an Upset Customer
Service Orientation — Actively looking for ways to help people.	<input type="checkbox"/> Yes <input type="checkbox"/> No	SE103: Communicating a Service Orientation SE104: Service Problem Solving SE105: Servicing an Upset Customer
People Focus — Makes people and their needs a primary focus of action; takes full responsibility for fostering people relationships.	<input type="checkbox"/> Yes <input type="checkbox"/> No	DIV100: DiversityBasics PRD102: Email 101 Best Practices in Email Communication SE102: Telephone Service Skills SE103: Communicating a Service Orientation SE104: Service Problem Solving SE105: Servicing an Upset Customer
Time Management — Managing one's own time and the time of others in need.	<input type="checkbox"/> Yes <input type="checkbox"/> No	PRC101: Time Management
Adaptability — Effectively adjusts to changes in work processes and environment and alters behavior to align with evolving situations. Openly receives new ideas and accepts other perspectives	<input type="checkbox"/> Yes <input type="checkbox"/> No	CMPOT1: Outlook 2007 PRC101: Time Management SE103: Communicating a Service Orientation SE104: Service Problem Solving SE105: Servicing an Upset Customer DIV100: DiversityBasics TAL101 Understanding Work Styles SE305 Service in Action TAL100 Dialogue at Work
Prioritizing- Knowing and understanding how to appropriately manage the completion of tasks.	<input type="checkbox"/> Yes <input type="checkbox"/> No	CMPOT1: Outlook 2007 PRC101: Time Management USF101: USF101- Stuff You Need to Know
Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and transcription, designing forms, and other office procedures and terminology.	<input type="checkbox"/> Yes <input type="checkbox"/> No	BBL119 Writing Effective Emails PRD300 Business Writing GEM301 Excel 2010 CMPEXP Excel Pivot Tables CMPOT1 Outlook 2010 Intermediate
Office Technology — Demonstrates the ability to utilize office equipment and other relevant technology (software and systems) to meet business needs	<input type="checkbox"/> Yes <input type="checkbox"/> No	FST102 P-Card Reconciliation GEMALT: GEMS ALT Leave Coordinator GEMS400: Gems Payroll Distribution BPC109: Attendance and Leave Policy and Procedures Travel Training (TRAVEL)
Writing — Communicating effectively in writing as appropriate for the needs of the audience.	<input type="checkbox"/> Yes	BBL119 Writing Effective Emails PRD300 Business Writing



**Division of Human Resources
Competency Assessment Form
Staff Assistant**

	<input type="checkbox"/> No	
Reading Comprehension —Understanding written sentences and paragraphs in work related documents.	<input type="checkbox"/> Yes <input type="checkbox"/> No	SE304 Bringing Creativity to Service SE101 Delivering USF's Standard of Service SE300 Next Level Service Excellence
English Language —Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.	<input type="checkbox"/> Yes <input type="checkbox"/> No	PRD300 Business Writing BBL119 Writing Effective Emails
Critical Thinking —Using logic and reasoning to identify alternative solutions, conclusions or approaches to problems.	<input type="checkbox"/> Yes <input type="checkbox"/> No	SE304 Bringing Creativity to Service SE101 Delivering USF's Standard of Service SE300 Next Level Service Excellence

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