**For questions 1 – 28, indicate:**

| Total Length of Experience: |
| --- |

- More than 3 years experience performing this task
- Over 2 years to 3 years experience performing this task
- Over 1 year to 2 years experience performing this task
- Over 6 months to 1 year experience performing this task
-  0 to 6 months experience performing this task

| Level at which the task was performed: |
| --- |

- Performed task as an expert or trained others on task
- Worked independently on task
- Worked under direction on or assisted others with task
- Not performed

# TRAINING AND EXPERIENCE

1. Facilitating meetings with groups and teams to coordinate and meet project, program, or organizational objectives
2. Collaborating with customers or clients to provide service and meet service expectations
3. Directing and guiding customers and stakeholders on various processes to provide information and/or resolve issues
4. Addressing problems or customer complaints regarding policies, procedures, and/or services/products
5. Calming and diffusing situations with difficult or upset individuals in the course of completing work assignments
6. Leading work groups or teams to accomplish work assignment objectives and goals
7. Providing consultative services, status reports, and recommendations to staff members, management, and customers

8. Responding to inquiries from customers, stakeholders, or the public

9. Writing job-related memos, letters, and correspondence

10. Developing and editing instructional materials to clarify procedures such as work standards, project parameters, office procedures, and computer operations

11. Writing technical reports documenting project and program assignments and activities such as program evaluation results, research findings, progress reports and/or timeline and resource requirements for projects
12. Editing documents and written materials to ensure accuracy and completeness
13. Conducting research (e.g., internet, library) to retrieve and compile information and data for projects or assignments
14. Collecting information to respond to inquiries and research questions
15. Interpreting technical materials (such as policies and procedures, law, contracts, etc.) to apply information to program/project activities
16. Analyzing collected data to prepare summaries
17. Organizing and compiling data and information into reports to ensure accurate and clear documentation
18. Analyzing and evaluating problems or issues related to the progress and completion of work projects or assignments to determine impact, assess alternatives for resolution, and/or formulate action plans
19. Establishing work plans and timelines for the completion of work tasks, assignments, and projects
20. Analyzing and evaluating the effectiveness of programs, policies, or procedures to improve efficiency or make recommendations
21. Providing status and progress reports of current work assignments to management, staff, and internal and external stakeholders
22. Serving as liaison to coordinate communication between management, staff, and internal and external stakeholders

23.  Using word processing software to prepare memos, correspondence, and other documents and materials

24.  Creating spreadsheets to compile, compute, organize, and present data and statistics for use in reports

25.  Using electronic database (information storage and retrieval systems) applications to enter, organize, track, and retrieve information

26.  Using email applications to communicate and/or schedule meetings

27.  Verifying the completeness and accuracy of forms and documents

28.  Monitoring and tracking resources related to projects, programs, and/or work activities