

Umpqua Office Systems Assessment 2012

This assessment contains 100 items, but only 100 are used at one time.

Office Systems

Number of Correlations	Standard Type	Standard
0	Program	1) Office Systems
3	Duty	1) Apply planning and time management principles to accomplish workplace efficiency and achieve company objectives.
0	Standard	1) "Hot sync" hand held computers with desk tops.
1	Standard	2) Coordinate work with others to meet priorities.
3	Standard	3) Determine office priorities.
0	Standard	4) Establish "To do" lists with due dates.
0	Standard	5) Exercise good housekeeping to maintain a clean and functional work environment.
0	Standard	6) Keep record of individual appointments.
0	Standard	7) Keep record of supervisor's appointments and itineraries.
0	Standard	8) List appointments and itineraries to maintain calendars.
0	Standard	9) Meet deadlines.
0	Standard	10) Organize and categorize office work, supplies and resources.
0	Standard	11) Organize work in logical sequence.
0	Standard	12) Remove clutter from work area.
0	Standard	13) Return materials to their proper place.
0	Standard	14) Set priorities and schedule work to organize workload.
0	Standard	15) Synchronize manual and electronic calendars.
0	Duty	2) Choose appropriate software to enter information.
1	Standard	1) Analyze, compare and contrast available software packages to use.
0	Standard	2) Compare benefits.
0	Standard	3) Compare costs.
0	Standard	4) Compare efficiency.
0	Standard	5) Develop a cost/benefit analysis.
0	Standard	6) Enter appropriate data.
0	Standard	7) Evaluate output and adjust as needed.
0	Standard	8) Generate output.
0	Standard	9) Rank software to select.
0	Standard	10) Review software package to select the best choice.

1	Standard	11) Review software package.
3	Standard	12) Use appropriate software to generate information reports.
0	Duty	3) Establish and follow procedures for electronic filing.
2	Standard	1) Employ computer skills to manage electronic files.
0	Standard	2) Establish document priorities to interpret file hierarchy.
1	Standard	3) Establish folder/subfolder organization.
1	Standard	4) Explain file hierarchy.
1	Standard	5) Identify file pathways.
2	Standard	6) Organize information into appropriate folders.
0	Standard	7) Purge files.
0	Duty	4) Establish and follow procedures for image processing.
1	Standard	1) Apply retention policies.
0	Standard	2) Compare methods of processing.
0	Standard	3) Develop guidelines for the destruction of records.
0	Standard	4) Establish retention schedule for records.
0	Standard	5) Maintain destruction records.
0	Standard	6) Organize records for processing.
0	Standard	7) Prepare records to track image processing.
0	Standard	8) Re-file records.
0	Standard	9) Retain, transfer and discard files as necessary to manage records.
0	Standard	10) Retrieve records.
0	Standard	11) Select image processing methods.
0	Standard	12) Transfer or discard records.
0	Standard	13) Use appropriate destruction method.
0	Duty	5) Establish and follow procedures to manage paper/manual records.
0	Standard	1) Apply retention policies.
0	Standard	2) Compare basic filing systems.
0	Standard	3) Destroy records as required to maintain company security.
0	Standard	4) Develop and apply retention policies.
0	Standard	5) Establish a filing system to preserve records.
0	Standard	6) Establish retention schedule.
0	Standard	7) File, retain and discard materials in a timely manner to manage records.
0	Standard	8) Index and code records.
0	Standard	9) Maintain destruction records.

0	Standard	10) Re-file records.
0	Standard	11) Retrieve records.
0	Standard	12) Transfer or discard records.
0	Standard	13) Use appropriate destruction methods.
0	Duty	6) Maintain employee time cards to manage payroll procedures.
0	Standard	1) Create payroll spreadsheet.
0	Standard	2) Enter appropriate date and print checks to process payroll.
1	Standard	3) Enter variable data.
3	Standard	4) Maintain accurate employee payroll records.
0	Standard	5) Produce payroll report/checks.
0	Standard	6) Proof time cards.
0	Standard	7) Use a spreadsheet to prepare payroll.
0	Standard	8) Verify data entry.
0	Duty	7) Maintain records and reports to manage cash and banking procedures.
2	Standard	1) Add deposits not credited.
2	Standard	2) Compare checkbook to bank statement.
0	Standard	3) Ensure bank statement balance equals checkbook balance.
0	Standard	4) Increase or decrease as necessary.
0	Standard	5) Keep records of petty cash disbursements.
2	Standard	6) Practice good bookkeeping guidelines to reconcile bank statements.
0	Standard	7) Prepare endorsement.
0	Standard	8) Proof totals.
1	Standard	9) Reconcile records.
1	Standard	10) Record transactions to manage cash fund accounts.
0	Standard	11) Replenish petty cash.
0	Standard	12) Subtract bank charges from checkbook.
0	Standard	13) Subtract checks not cleared.
0	Standard	14) Tally receipts and proof work to prepare bank deposits.
0	Duty	8) Plan and participate in meetings.
0	Standard	1) Assemble materials to prepare for meetings.
0	Standard	2) Disseminate materials.
0	Standard	3) Prepare agenda.
0	Standard	4) Prepare meeting materials and handouts.
0	Standard	5) Prepare notes and process travel claims to provide meeting follow-up.

0	Standard	6) Prepare or process travel reimbursement.
0	Standard	7) Record minutes.
0	Standard	8) Reserve meeting room.
0	Standard	9) Setup audio-visual equipment.
0	Standard	10) Summarize action plan.
0	Standard	11) Take notes and handle materials to support a meeting.
0	Standard	12) Transcribe minutes, (NEW print) and distribute.
0	Standard	13) Troubleshoot unexpected problems.
0	Duty	9) Prepare a maintenance schedule to manage equipment and supplies.
0	Standard	1) Determine equipment needed.
0	Standard	2) Determine supplies needed.
0	Standard	3) Establish equipment and supplies maintenance system.
0	Standard	4) Establish procedures to maintain equipment and supplies.
0	Standard	5) Operate equipment.
0	Standard	6) Organize purchasing and inventory to manage equipment and supplies.
0	Standard	7) Purchase, inventory and maintain equipment.
0	Standard	8) Purchase, inventory, disburse and reorder supplies.
0	Standard	9) Schedule equipment maintenance procedures.
0	Standard	10) Schedule equipment service.
0	Standard	11) Train equipment operators to operate equipment.
0	Standard	12) Train or assist personnel in equipment operation.
0	Standard	13) Troubleshoot equipment.
0	Standard	14) Utilize equipment and supplies maintenance procedures.
1	Duty	10) Prepare documents for presentation.
0	Standard	1) Access Library and other resource materials.
0	Standard	2) Access on-line resources.
0	Standard	3) Affix seal or stamp as required by local law.
0	Standard	4) Collect information.
0	Standard	5) Complete correct data and signatures in proper blanks.
0	Standard	6) Confirm expiration date of notary commission.
0	Standard	7) Document sources.
0	Standard	8) Evaluate information.
0	Standard	9) Identify and use proofreaders' marks to indicate all errors in content.

0	Standard	10) Identify and use proofreaders' marks to indicate all errors in format.
0	Standard	11) Identify and use proofreaders' marks to indicate all errors in spelling and grammar.
0	Standard	12) Secure document notarization.
0	Standard	13) Sign document in presence of notary by signatory.
0	Standard	14) Use traditional notation to proofread and edit documents.
0	Standard	15) Utilize resource materials to prepare documents.
0	Standard	16) Verify Notary Public document's execution by proper person.
0	Duty	11) Prepare travel arrangements.
0	Standard	1) Arrange transportation.
0	Standard	2) Collect pertinent information.
0	Standard	3) Disseminate itinerary to appropriate personnel.
0	Standard	4) Make hotel arrangements.
0	Standard	5) Organize schedules to prepare itinerary.
0	Standard	6) Prepare and process travel reimbursements.
0	Standard	7) Prepare documents in correct format and order.
0	Standard	8) Search the best prices and location for transportation and hotels.
0	Standard	9) Select suitable lodging and transportation to arrange travel for a supervisor.
0	Duty	12) Select appropriate formats to prepare internal and external written documents.
0	Standard	1) Determine purpose of report.
0	Standard	2) Determine use of document (e.g., sales, claims, good news).
0	Standard	3) Disseminate to appropriate persons.
0	Standard	4) Key without error.
1	Standard	7) Prepare in correct memo format.
1	Standard	8) Prepare tables, graphs and graphics.
6	Standard	9) Prepare with correct layout.
0	Standard	10) Select appropriate writing method to produce a variety of reports.
8	Standard	11) Select document type and layout to produce business letters.
1	Standard	12) Select format and procedure to produce memoranda appropriate for a given purpose.
2	Standard	13) Select proper layout (e.g., direct, indirect).
0	Standard	14) Select proper method of writing (e.g., short; informal).

9	Standard	15) Use correct grammar, spelling, punctuation and other English mechanics.
0	Standard	18) Use references and prepare notations and bibliography.
0	Duty	13) Study component operation to prevent, diagnose and solve computer operations problems.
0	Standard	1) Analyze operating system components.
0	Standard	2) Check hard drive and files to maintain computer operating systems.
0	Standard	3) Create a checklist for troubleshooting peripherals.
0	Standard	4) Delete temporary files.
0	Standard	5) Delete unnecessary data files.
0	Standard	6) Describe network fundamentals.
0	Standard	7) Employ updated virus protection software to maintain system data integrity.
0	Standard	8) Ensure appropriate connections.
0	Standard	9) Explain peripheral configurations.
0	Standard	10) Inspect and troubleshoot to diagnose and solve computer operation problems.
0	Standard	11) Inspect and troubleshoot to diagnose and solve peripheral operation problems.
0	Standard	12) Inspect personal computer component hardware.
0	Standard	13) Install and update applications software.
0	Standard	14) Install and update virus protection.
0	Standard	15) Install/reinstall drivers.
0	Standard	16) Maintain peripherals.
0	Standard	17) Manipulate operating system to improve performance.
0	Standard	18) Optimize hard drive.
0	Standard	19) Perform backups and other utilities.
0	Standard	20) Perform maintenance.
0	Standard	21) Troubleshoot computer operation problems.
0	Duty	14) Use database software to produce documents.
0	Standard	1) Choose appropriate software.
0	Standard	2) Create and print reports.
0	Standard	3) Create interface user form for easier entry of data.
1	Standard	4) Create queries.
3	Standard	5) Define fields and type of data.
2	Standard	6) Define relationships of tables.
2	Standard	7) Edit data in databases, tables and/or forms.
0	Standard	8) Enter data into databases, tables and/or forms.

0	Standard	9) Enter database structure.
0	Standard	10) Import and/or export databases.
0	Standard	11) Retrieve data from tables and queries.
2	Standard	12) Use appropriate commands to retrieve data and create reports from database.
0	Standard	13) Use data entry techniques to enter information in databases.
0	Standard	14) Use database software to create databases.
0	Duty	15) Use spreadsheet software to produce documents.
1	Standard	1) Check formulas and functions with sample values.
0	Standard	2) Choose appropriate software for creating spreadsheets.
0	Standard	3) Create "what if" scenarios.
3	Standard	4) Create components to analyze spreadsheet data.
1	Standard	5) Develop formulas and enter appropriate functions.
1	Standard	6) Enter appropriate formulas and functions in a document.
1	Standard	7) Enter labels and values into spreadsheet cells.
1	Standard	8) Format labels and values.
0	Standard	9) Print formulas.
0	Standard	10) Print reports.
0	Standard	11) Produce and print graphs.
0	Standard	12) Produce Pivot Charts.
4	Standard	13) Use spreadsheet software to create spreadsheets.
0	Duty	16) Use telephone skills to communicate effectively.
0	Standard	1) Coordinate participants.
0	Standard	2) Coordinate times and participants to set up conference calls.
0	Standard	3) Deliver message to appropriate person/department.
0	Standard	4) Employ telephone etiquette to place and receive calls.
0	Standard	5) Follow calling procedures.
0	Standard	6) Follow company policy.
0	Standard	7) Plan and organize call.
0	Standard	8) Record message accurately, legibly and completely.
0	Standard	9) Record messages and deliver to appropriate parties to complete telephone communications.
0	Standard	10) Transfer calls to correct person.
0	Standard	11) Troubleshoot any problems.
0	Standard	12) Use company or agency directories.
0	Standard	13) Use internet yellow/white pages.

0	Standard	14) Use proper telephone etiquette.
0	Standard	15) Use telephone directories.
0	Standard	16) Use toll free directories including web site directories.
0	Standard	17) Utilize effective resources to achieve good telephone performance.
0	Duty	17) Use word processing software to produce documents.
0	Standard	1) Apply computer skills to complete preprinted forms.
0	Standard	2) Assure that the document is free of smudges and extraneous marks.
0	Standard	3) Assure that the document is free of unnecessary computer commands.
0	Standard	4) Assure that the document is free of unnecessary form related computer commands.
0	Standard	5) Assure that the document is free of unnecessary scanning related computer commands.
1	Standard	6) Complete with 100% accuracy and within allotted time.
0	Standard	11) Complete with form creation with 100% accuracy.
0	Standard	12) Complete with scan process with 100% accuracy.
2	Standard	13) Demonstrate techniques that are free of unnecessary computer commands.
0	Standard	14) Demonstrate techniques that are free of unnecessary table creation commands.
0	Standard	15) Display relationship among groups of data.
1	Standard	16) Format correctly.
4	Standard	17) Format information in specified allotted areas.
1	Standard	18) Format to meet assignment requirements.
0	Standard	19) Format to meet data requirements.
0	Standard	20) Free of unnecessary commands.
2	Standard	21) Incorporate use of spell check, Thesaurus, and/or grammar check features.
0	Standard	22) Produce forms where data appears slightly above horizontal lines.
0	Standard	23) Properly caption the graphic.
0	Standard	24) Provide sufficient space to contain data allotted.
0	Standard	25) Record data in logical arrangement.
0	Standard	26) Scan data into specified location.
0	Standard	27) Use a scanner to scan data and insert data into a document electronically.
0	Standard	28) Use borders, lines and leaders to emphasize

relationship among data groups.

1	Standard	29) Use computer software to design forms.
4	Standard	30) Use keyboarding skills to key new documents.
0	Standard	31) Use software commands to design a table.
0	Standard	32) Use software commands to merge text.
0	Standard	33) Use software techniques to insert a graphic in document.
1	Standard	34) Use the placement that will be most effective for the document.

100 **Correlations**

100 **Total
Correlations**