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Guide to Hiring Unit 206 AFSCME Positions

A guide to standard menu of approved position qualifications

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Guidance Overview

This document provides guidance on the following areas:

1. How to identify and develop effective minimum qualifications.
2. Understand two categories of job-related qualifications: “MINIMUM” (required) at hire, “PREFERRED” (desired) at hire.
3. Select minimum qualifications from the Standard Menu of Approved Position Qualifications for Unit 206 Positions (Standard Menu) that reflect essential qualifications needed at hire.

This guide outlines examples of qualifications for all content areas in the Standard Menu.

If your agency, in conjunction with AFSCME, has approved standard menu qualifications, you must maintain documentation of those qualifications and the approval of the qualification(s) by AFSCME.

Background

Bargaining unit 206 (Clerical and Office Unit) positions are represented by AFSCME, Council No. 5 (Association of Federal, State, County and Municipal employees). The Standard Menu described in this guide was developed in 1998 by a meet and confer committee that included representatives of State of Minnesota management and AFSCME.

The Standard Menu described in this guide was further updated and agreed upon by all parties with enhancements on December 14th, 2022. Any previous version of this guidebook is no longer applicable for use.

The State of Minnesota and AFSCME have agreed that the minimum qualifications (MQs) for unit 206 positions will consist only of qualifications that are on the Standard Menu and any other that have been pre- approved through the process outlined in the AFSCME contract.

Outlined below are the specific steps towards developing effective qualifications.

How to Identify and Develop Effective Minimum Qualifications

Step 1 Understand the kind and level of work performed

Collect job-related information

Start by reviewing the job's position description (PD).

A PD is an important document that includes the qualifications needed to perform them when the employee is "fully functioning". An employee needs time to become fully proficient in a new job and is not expected to have all of the qualifications described in the PD at the time of hire. That's why it's important to distinguish between which qualifications are needed at hire, and which can be learned afterwards.

PDs contain knowledge, skills, and abilities (KSAs) necessary for the position. These KSAs may be one tool you can use to identify the minimum and preferred qualifications.

Make sure the job's PD is accurate and up to date

Please refer to the Writing Positions Description Guidebook located on the Hiring Toolbox, located at the hyperlink below:

[Writing Position Descriptions Guidebook](#)

Step 2 Identify the qualifications needed to do the work

What are they

At this point, you're looking for **any** qualifications that are reasonably likely to affect a new employee's ability to be successful in the position. In Step 3, you'll decide which of these qualifications are required at hire and preferred at hire.

By applying the State's basic "(Qualification) sufficient to..." format, you can clarify the level of qualification needed for successful performance in any unit 206 job.

Create a separate list of other relevant job-related qualifications that aren't included on the Standard Menu.

These can't be used as MQs, but will be useful in establishing preferred qualifications.

Step 3 Minimum versus preferred qualifications

For further information explaining minimum and preferred qualifications, please refer to the Assessing and Setting Qualifications Guide located on the HR Toolbox at [ASQ Guidebook](#).

Minimum Qualifications (MQs)

1. To be a MQ and required at hire:

- The qualification must be on the Standard Menu or pre-approved through the process outlined in the AFSCME contract. The Standard Menu includes qualifications that have been approved as MQ for all state agencies. Agencies may have additional qualifications that have been pre- approved for their use in filling specific classifications. If a qualification hasn't been pre-approved or isn't listed in the Standard Menu, it cannot be used as a MQ.
- The qualification must be job related and **essential** or **critical** at hire. In other words, the qualification (1) must be important and necessary, and (2) can't be readily acquired after hire.
- The qualification must be needed to perform responsibilities described in the job's PD.
- It must be possible to evaluate the qualification during the selection process and/or probationary period. If a qualification can't be evaluated, don't use it as a MQ.

2. Avoid these common mistakes when selecting minimum qualifications:

Mistake	Why Is It a Problem?
KSA is not included on the Standard Menu of Position Qualifications for Unit 206 Positions	The State of Minnesota and AFSCME have agreed that only pre-approved KSAs will be used for MQs. If a qualification isn't on the Standard Menu, talk with your agency's labor relations representative and/or MMB agency services representative regarding the review process for requiring a MQ.
Knowledge of specific software is required at hire, including SEMA4 and MAPS	<p>This requirement was intentionally excluded from the Standard Menu.</p> <p>NOTE: Specific software can be included as examples for MQs in such areas as word processing, spreadsheets, and accounting/budgeting/expense. For example, the MQ could be written like this:</p> <p>"Knowledge of word processing software, such as Microsoft Word Office, sufficient to..."</p> <p>The phrase, "such as Microsoft Word Office," provides an example of relevant software, but doesn't require the applicant to have experience with that particular software.</p>
Qualification is too general or broadly defined, such as: "Skill in math"	<p>It won't be clear to anyone who's actually qualified.</p> <p>Without a clear means of differentiating among applicants, you may need to consider more applicants than are reasonably well-qualified for your vacancy.</p>
<p>The qualification:</p> <ul style="list-style-type: none"> • Is not supported by the job's PD • Is not clearly job-related • Can be learned shortly after hire • Is unimportant or irrelevant • Is too narrow or restrictive • Is too stringent 	<p>May create an inappropriate adverse impact situation by requiring MQs that aren't supported by the PD or needed at hire for successful job performance.</p> <p>May exclude too many qualified applicants and/or overly restrict the number of qualified applicants from which to choose.</p>

3. The following table provides examples of ineffective and effective minimum qualifications. This table displays a further understanding of the difference in those qualifications. **Do not use minimum qualifications similar to those listed in the “ineffective” column.**

Content Area	Example of Ineffective MQ	Example of Effective MQ
Database, documents and records management entry	Skill in data entry	Data entry skills sufficient to create database records and update entries in a timely manner.
Customer Service Skills	Skill in speaking with customers	Customer service skills sufficient to provide prompt, courteous and accurate information to a variety of customers over the phone, in person and via email.
Word Processing	Skill in word processing in all contexts of the position.	Word processing skills to develop and modify a variety of correspondence, records and reports.
Typing/Keyboarding	Typing/keyboarding skills necessary to perform the functions of the job.	Typing/keyboarding skills of 50 WPM with 5 or less errors per minute to complete a variety of legal documents and letters.
Desktop or Website Publishing	Ability to use desktop or website publishing tools.	Knowledge of building and uploading original content, documents, and/or webpages to websites.

PREFERRED QUALIFICATIONS (PQs)

- To be a PQ, the qualification must fit the the following criteria:
 - The qualification is not essential or required at hire, but is job related and desirable because it would significantly reduce training time or cost, and/or greatly increase the likelihood of satisfactory or excellent job performance.
 - The qualification is believed to be important at hire but hasn't been pre-approved for use as a MQ for unit 206 positions, or is on the Standard Menu, but fits the description of PQ better than MQ.
 - The qualification is supported by the position's PD.

- It is possible to identify whether the applicant/new employee possesses the qualification during the selection process.

2. Helpful reminders:

- PQs can't be used to determine whether an applicant is minimally qualified for a vacancy but may be used to identify the most qualified applicants.
- Shouldn't duplicate the MQs, although they may clarify them.

3. Examples of effective PQs:

Content Area	Example of PQ Qualifications
Social Media	One year of experience posting content across social media platforms for an agency or business
Customer Service Skills	Customer Service skills demonstrated by serving the State of Minnesota Executive Branch customers in a phone bank environment.
Accounting, Budgeting, Expense	One year of clerical experience performing accounts receivable functions in a business/finance/accounting setting.
Transcription	One year of experience using transcription software such as Otter, Dragon Anywhere, or Express Scribe.

Standard Menu of Approved Position Qualifications for Unit 206 Positions

The following pages provide the position qualifications for each content area approved for the 206 standard menu.

Accounting/Budgeting/Expense

Definition

Accounting is the action of measuring and processing of financial information. Budgeting is the calculation of revenue and expenses over a period of time.

When this broad KSA is used, it's important to clarify the level of competency or proficiency required or preferred at hire. It's particularly important to add "sufficient to" statement(s) so prospective applicants can evaluate whether they're qualified.

Qualifications

Knowledge of:

Basic accounting procedures sufficient to prepare itemized statements, bills or invoices, and record amounts due for items purchased or services rendered

Accounts receivable and computerized billing systems sufficient to enter and access information, and identify and correct errors

Business practices, principles, and protocols as applied to disbursements, purchasing and receipts techniques

Accounting principles and practices sufficient to analyze, interpret, and prepare financial information, records, and reports

Locate errors; and recommend solutions to procedural and other fiscal problems

Knowledge of accounting systems sufficient to query and compile records and reports, and assist with preparing and maintaining spending plans, financial status reports, and budget requests

Skill in:

Basic accounting sufficient to identify and resolve discrepancies in accounting records

Basic accounting procedures sufficient to complete forms and documents that comply with Generally Accepted Accounting Principles (GAAP) standards and maintain accurate and complete financial records

Accounting sufficient to review, analyze and verify financial records, calculate monthly fees, and prepare financial summaries and reports

Accounting sufficient to reconcile differences between invoices, receipts and purchase orders, and assess needs based on data and events affecting the account

Accounting/budgeting/expense reporting sufficient to monitor and balance multiple budgets and grants

Analyze various line items, ensure that spending is within budget and grant guidelines, and effectively recommend fund transfers

Accounting/budgeting/expense reporting sufficient to use a computerized point-of-sale (POS) accounting system for budgeting, revenue reporting, inventory, and procurement

Analyzing, interpreting, reconciling, and preparing financial information, records, and reports; identify errors; and recommend solutions to procedural or other fiscal problems

Ability to:

Perform administrative support work for a work unit's expense and budget administration

Compare prices, specifications, and delivery dates to determine the best bid among potential suppliers

Interpret and explain accounting and related fiscal policies, procedures, and practices to customers Develop, prepare, and explain clear, concise reconciliations, and fiscal reports

Braille Skills

Definition

Braille is a tactile literacy system for people who are blind or visually impaired for reading and writing. Braille is comprised of individual six dot configurations called “cells” that are combined to create words. The dots of braille cells are embossed, or raised, and are read by touch rather than eyesight.

Qualifications

Knowledge of:

The universal English braille (UEB) code and Nemeth code

Types of assistive technology tools that individuals who are blind, deaf/blind or low vision require to access their environment (screen reader programs, speech-to-text output programs, braille note devices, tactile braille output devices, magnification programs and devices, audio readers, large print, etc.).

Skill in:

Understanding the difference between grade 1 and grade 2 of the universal English braille (UEB) code.

Understanding of the difference between the universal English braille (UEB code) and Nemeth code for math/science.

Ability to:

Produce and read the UEB code and Nemeth Code.

Communication Skills

Definition

A process by which information is to be exchanged between individuals through a common system of symbols and behavior. This includes conveying and receiving information to and from others.

Qualifications

Knowledge of communications sufficient to:

Share information and communicate with stakeholders and colleagues

Answer telephones, direct calls, and take messages

Communicate effectively with internal and external customers

Understand and be understood during interactions with others

Prepare responses to routine inquiries

Apply accurate spelling and grammar in written communications

Write, prepare, and edit materials, using correct spelling, punctuation, grammar, and sentence construction

Read, explain, and interpret a variety of materials

Fluently communicate, read, understand, and respond to a variety of communications, such as customers' questions, product catalogs, requisitions, purchase orders, detailed instructions and procedures, inventory records, and distribution lists

Present clear and concise explanations of governing rules and regulations in a manner that is understandable

Follow detailed instructions and explain complex processes to customers

Explain the reasons for transactions and procedures, rules, and regulations to so that others understand the information they are being given

Effectively gather and present information in one-on-one and group interaction, to customers, clients, and other employees.

Skill in:

Using business grammar, spelling, and punctuation to write, develop and edit reports, letters, procedures, presentations, and other documents

Communicating sufficiently to develop and implement policies and procedures

Ability to:

Understand information sufficient to maintain complex records, files, notes, and logs

Respond effectively to sensitive inquiries and/or complaints.

Communicate in a variety of formats to gather and relay information with tact and diplomacy

Present information to diverse customers.

Explain policies and procedures in a clear, concise, and professional manner to both internal and external customers.

Computerized Inventory Control Systems

Definition

The use of specialized software to perform a variety of functions which could include inventory control.

Qualifications

Knowledge of:

Computerized inventory management software systems and applications, such as RateX or other systems sufficient to evaluate the current system and recommend system changes

Maintaining and updating inventories or equipment, supplies, and commodities

Skill in:

Using computerized inventory management software systems and applications, such as RateX or other systems, to track the status of requisitions, contracts, and orders

Using computerized inventory management software systems and applications to maintain an accurate inventory

Ability to:

Use computerized inventory management software systems and applications to direct items according to established routing schemes,

Use computer-controlled keyboards or voice recognition equipment

Customer Service Skills

On the phone, in person, in correspondence, and public presentations

Definition

The strategies an organization uses to provide services to meet its customers' needs. Customers may include internal (within the work unit/agency) or external customers to whom services are provided.

Qualifications

Knowledge of:

Customer service practices and principles sufficient to identify each customer's needs, meet quality standards for services, that result in customer satisfaction

Skill in customer service sufficient to:

Perform the duties with politeness, respect, and interest in positive problem solving

Provide prompt and accurate information to customers in person, on the phone, and through email and other written or electronic correspondence

Respond effectively to clients, coworkers, and customers who have questions about agency operations and procedures (in person, in writing, on the phone, and through presentations and other electronic correspondence)

Schedule and confirm customers' appointments in person, on the phone, and through email and other written or electronic correspondence

Answer questions and advise customers of program policies, procedures, and regulations

Contact suppliers to schedule or expedite deliveries and to resolve shortages, missed or late deliveries, and other concerns

Effectively communicate, listen to, and elicit information with tact and diplomacy

Interpret and explain program information to customers, clients, and coworkers, such as policy, procedures, eligibility requirements, application details, and payment methods

Convey complicated information in an understandable manner as a resource for outside agencies, for clients, coworkers, and customers

Respectfully engage with clients, coworkers, and customers, when handling difficult or complex problems and resolving escalated complaints or disputes

Ability to:

Answer questions politely via phone, email, and other written or electronic correspondence.

Promptly respond to customer and supplier inquiries about order status, changes, or cancellations

Learn to use a multi-line telephone console, efficiently transfer calls, and take accurate messages

Learn to use chat communication tools to communicate with clients, coworkers, and customers effectively and promptly in real time.

Explain laws, rules, regulations, standards, policies, and procedures to clients, coworkers, and customers

Manage and address customers', clients, and co-workers' concerns tactfully and thoroughly

Data Entry Performance

Definition

Data entry is the process of entering data information into a computerized database or spreadsheet. Data entry can be performed through keyboard entry, mouse, stylus, touch screen, scanning, or through voice recognition software.

Employees may perform a variety of roles related to data entry, including but not limited to (1) learning to perform simple data entry in pre-determined formats without checking the data, (2) organizing, verifying, and editing information before entering data, and (3) evaluating an agency's existing data entry organization methods and recommending improvements.

Qualifications

Knowledge of:

Data entry procedures and systems, such as Microsoft Office or similar data entry systems

Skill in data entry sufficient to:

Read source documents and enter data in specific databases or tracking systems

Maintain accurate records and reports

Locate Identify and correct data entry errors

Receive and review source documents, compare documents to database information, and edit documents

Evaluate the agency's existing data entry organization methods and recommend improvements

Ability to:

Accurately input, verify, and edit electronic data

Check input and output data for completeness, accuracy, and discrepancies

Compare data with source documents and learn to enter data in specific data fields

Database, Documents, and Records Management

Definition

A database is an integrated collection of information that is organized and stored in a computer system so it can be easily accessed, managed, and updated. Database management (DBM) involves using computer programs to define, enter, organize, store, modify, extract, and protect the data in a database.

Documents and records management involves using a computerized system to track, store, categorize, and retrieve electronic files, with a focus on archival, inventory, and retention compliance.

Qualifications

Knowledge of:

Standard computer software programs for word processing, spreadsheets, and databases sufficient to create, modify, and protect files

Databases sufficient to use non- standard or advanced software features as research tools and generate a variety of reports

Document and/or records management systems sufficient to store, categorize, and retrieve electronic files

Skill in:

Database management sufficient to enter and retrieve data

Database management sufficient to develop tables and manipulate, retrieve, and analyze data

Database management sufficient to set up and run basic queries, review, and analyze data, and identify problem areas in areas which may include data, formulas, or security

Database management sufficient to develop and maintain databases and calendars for staff

Document and records management sufficient to accurately file and categorize electronic documents

Document and records management sufficient to maintain electronic or paper files for efficient organization and retrieval of information

Ability to

Learn how to establish, maintain, and use electronic databases

Compile, research, and analyze information from databases

Design and maintain record keeping systems

Create, file, retrieve, and destroy electronic records according to retention schedules

Desktop or Website Publishing

Definition

Desktop publishing combines an electronic device with page layout software to design and create documents for publication or production. It has a stronger emphasis on varied document design than the “data entry,” “typing/keyboarding,” and “word processing” KSAs.

Website publishing is the process of publishing content on the Internet/Intranet and/or with websites. This could include building and uploading websites, updating the associated webpages, and editing/posting content to these webpages online. The content meant for web publishing can include text, videos, digital images, and other forms of media.

Qualifications

Knowledge of:

Desktop publishing sufficient to recommend and produce final publication design and layouts

Building and uploading original content, documents, and/or webpages to websites

Publishing printed material, blogs or video blogs

Skill in desktop or website publishing sufficient to:

Use software, such as PDFelement, Adobe Indesignor Microsoft Publisher, or Sharepoint to design, lay out, and produce a variety of publications

Perform web page layout and design services for the agency

Format various elements such as layouts, headings, spacing etc. for internal and external dissemination

Use other software content tools such as text, videos, and digital images,

Organize various content and web pages into different directories on the server/intranets

Ability to:

Collaborate with other employees to assist in the use of desktop or website publishing software, to effectively produce a variety of agency publications

Upload original content to websites

Review, edit, and proofread content which may include texts and graphics for final desktop and website publishing

Development of Administrative and Programmatic Procedures

Definition

Developing administrative and programmatic procedures is the process of reviewing workflow or office practices and documenting them or creating new ones to improve office efficiency and effectiveness. These qualifications are not meant to be included in every higher-level 206 position. These qualifications are not for positions below the Senior level. Use it only when relevant for a particular job.

Qualification

Knowledge of:

The structure and purpose of policies and procedures sufficient to develop and use them in a public sector environment

Skill in:

Developing and implementing administrative and program policies, procedures, and service standards in cooperation with management

Obtaining, organizing, and drafting administrative materials for internal or external dissemination

Ability to:

Analyze and make recommendations to management for new or revised administrative and program practices and procedures for smooth and efficient office operation

Develop, integrate, and implement work procedures for the unit

Develop, modify, and evaluate/improve administrative and program procedures

Design, interpret, and explain administrative and program procedures

Provide training to others within the work unit on the program policies, procedures, and standards of administrative materials

Possession of Valid Driver's License

Definition

Many jobs require the ability for an employee to get from one place to another. That requirement is often different from the need for a driver's license. Use this KSA when an employee must drive a state vehicle that requires licensure or their own vehicle on behalf of performing work for the State of Minnesota. When a job only requires the ability to get from one location to another, it's usually more appropriate not to include this requirement.

Even when it's appropriate to require a driver's license, most jobs don't need a Minnesota driver's license. For example, a Wisconsin driver's license is sufficient for most jobs. Only require a Minnesota driver's license when no other state driver's license will do. Please review the HR/LR Policy concerning driver's licenses prior to requiring one as a minimum qualification. The policy can be found by selecting the following hyperlink: [HR/LR Policy 1419](#)

Qualifications

Possession of:

Active, valid, and applicable Class D (basic) driver's license

Ability to:

Maintain an active, valid, and applicable Class D (basic) driver's license

Leadwork Skills

E.g., the experience, organizational and/or personal skills necessary to assign work, directing, scheduling, and/or manage an office

Definition

Leadwork is the ongoing, daily responsibility to prioritize, schedule, assign, direct, guide, and report on the work activities of other state employees so that work is completed in an efficient and effective manner. Leadwork can include recommending to the supervisor allocation of resources; distributing and reassigning work tasks; directing other state employees on daily tasks; instructing other state employees on how to complete work tasks; and reporting on the quality, quantity, and timelines of work performance of other state employees to the supervisor/manager.

Qualifications

Skill in:

Training and guiding the work assignments of state employees in their work area(s)

Directing the work activities of state employees to ensure that standards, deadlines, and procedures/processes are met.

Setting work priorities, arranging staff coverage to meet workload needs, initiating new work assignments

Ability to:

Oversee, lead, train, and evaluate the work activities of employees in their work area

Guide and direct work activities to achieve work area goals

Manage an office or work area by planning, organizing, administering, and directing the work of other employees

Plan, schedule, assign, review, evaluate, coach, and report on the work activities of employees

Administer and conduct training of employees

Legal Support

Definition

The domain in which legal assistants or others working in a legal office/agency or environment provides their knowledge, skills, and abilities as well as education/experience to aid the functions of that work in those offices with those clients.

Please note, this is the only content area that allows education or experience as a minimum qualification without proceeding through the AFSCME Appendix position qualification communication process. For the purposes of this content area, knowledge and education are synonymous

Qualifications

Education/Knowledge or Experience

Completion of a legal administrative assistant training program, or certification, or experience as a legal administrative assistant

Legal administrative assistant experience or training that demonstrates the following skills and abilities:

Skill in:

Using legal terminology and procedures sufficient to draft documents and correspondence

Preparing and processing legal papers and correspondence

Organizing and maintaining law libraries, documents, and case files

Taking notes at legal meetings, such as client interviews, hearings, or depositions

Reviewing legal publications and performing database searches to identify laws and court decisions relevant to pending cases

Ability to:

Assist attorneys with legal research by locating and compiling relevant information

Coordinate with a diverse clientele in a legal setting to include staff attorneys, client agencies, court personnel, and opposing counsel

Math

Definition

Math can include simple arithmetic like addition, subtraction, multiplication, and division. Math can also provide a foundation for more advanced concepts such as algebra, geometry, statistics, or other areas of mathematical specialization.

Math can also include skills ranging from basic math to simple and complex algebraic calculations and/or equations.

When using the qualifications below, utilize terms as it relates to your job's math-related KSA requirements.

Qualifications

Knowledge of math sufficient to:

Add, subtract, multiply and divide numbers

Use fractions, decimals and calculate percentages

Maintain complete and accurate financial records and balance and resolve discrepancies in areas like determining eligibility, level of benefits and/or payroll

Skill in math sufficient to:

Calculate, review and reconcile financial data and balance accounts

Make change, apply simple formulas, calculate account balances and amounts owed

Calculate totals, averages, and percentages of numbers and/or data

Ability to:

Collect payments, count money, and complete transactions for customers

Calculate the prices of individual, multiple, or groups of items

Calculate and verify totals on reports, forms, requisitions, or bills, using a calculator, computer, and/or other tools

Use math sufficient to compare deliveries to invoice statements as well as maintain accurate inventories

Non-English Languages

Speaking/translation and/or writing and/or reading, e.g., Spanish, Hmong, Somali

Definition

A spoken/written language other than English, and/or a person who uses other languages not spoken such as sign language to facilitate communication. Can include speaking/translating and/or writing and/or reading in other languages, such as Spanish, Hmong, and/or Somali.

When using this qualification, replace the information in parentheses with the specific language or languages required by your position.

Qualifications

Knowledge of:

The structure and content of *(insert language)*, including the meaning and spelling of words, rules of composition and grammar, and pronunciation

(Insert language) sufficient to translate messages from one language to the other, while maintaining message content, context, dialect, and style

(Insert language) sufficient to read written materials, such as *(insert materials)*, and rewrite material into *(insert language)*

(Insert language) sufficient to proofread, edit, and revise translated materials

Skill in:

Translating from *(insert language)* to English sufficient to meet clients, co-workers, and customer's needs

Translating from English to *(insert language)* sufficient to meet clients, co-workers, and customer's needs

Ability to:

Listen to speakers' statements to determine their meanings and to prepare *(insert language)*/ English translations that are adapted to each language

Relate to racially and culturally diverse groups by communicating with them through their native language either verbally or in writing

Physical Demands

E.g., lifting, standing, sitting, pulling

Definition

Physical demand minimum qualifications are used when an employee will be required to perform physical tasks, such as lifting, standing, sitting, and pulling, as part of the job. Physical requirements are divided into categories of very light, light, medium, heavy, and very heavy physical demands statements. A job advertisement can describe the job's physical demands with statements like the following qualifications.

Only use this content area in situations where the physical demands are an essential function of the job. Please note that there may be other reasonable accommodations or work arrangements with respect to the duties of the position that may cause the physical demands of the position to not be required or essential.

Prior to using physical requirements, please take some time to review the document at the following hyperlink: [Possible Alternatives to Physical and Sensory Job Qualifications document](#)

Qualifications

Ability to:

Work in a seated or standing position for extended periods of time

Collect and deliver items from one location to another

Use a keyboard for extended periods of time which may include repetitive motion

Move and/or transport items weighing up to 25 pounds on a regular basis

Maintain a stationary position for a prolonged period of the day

Frequently bend, lift, and maneuver items daily

Move from one location to another while navigating uneven terrain

Ascend/descend heights while holding small items weighing up to 10 pounds

Collect, transport, unload, and sort items weighing up to 40 pounds during delivery routes

Signing Skills

Definition

“Signing skills” typically refers to an employee’s need for fluency in American Sign Language (ASL).

ASL is a visually oriented language commonly used by people who are deaf, deafblind, or hard-of-hearing in the United States and most of Canada. ASL is a complete and natural language with the same linguistic properties as spoken languages, with grammar that differs from English and is expressed via movements of the hands and facial expressions. ASL incorporates 5 parameters – handshapes, palm orientation, movement, location, and expressions/non-manual markers to express linguistic meaning and concepts. ASL is not universal and in other countries, different sign languages are used.

Qualifications

Knowledge of:

American Sign Language (receptive and expressive skills) sufficient to participate in both conversational and academic conversations, maintaining message meaning, content, context, tone, and register (can be evaluated by the Sign Language Proficiency Interview - SLPI or the American Sign Language Proficiency Interview – ASLPI)

American Sign Language and written/spoken English sufficient to translate messages while maintaining message meaning, content, context, tone, and register.

Current technology trends and how they impact/enhance communication i.e., /e.g., Videophones, Video Relay Interpreting (VRI), Loom videos, chat messages, text to speech apps, Zoom and/or other videoconferencing platforms.

Accessibility options that meet customer’s needs – i.e., utilizing ASL/English interpreters, captioning and/or CART (Communication Access Realtime Translation)

Cultural tendencies that impact how messages are conveyed.

Skill in:

Transitioning between written and/or spoken English and American Sign Language according to each customer’s needs.

Communicating to customers using American Sign Language at a Survival, Survival Plus, Intermediate, Advanced and Advanced Plus level. *(Designate the correct level needed for the position advertised).*

Jargon, terminology, and language related to specific trade or career field.

Ability to:

Listen to speakers’ statements to determine their meanings and to provide accurate use of spoken English and American Sign Language that are adapted to each customer’s needs.

Navigate technology sufficient to making and receiving video calls.

Be able to understand and adjust language expression within the linguistic registers of American Sign Language and signers ranging from small children to working professionals.

Social Media & Internet Outreach Management

Definition

Social media is defined as websites and applications that enable users to create and share content or to participate in social networking. Five primary types of social media include: Social networking sites, image-based sites, video sharing/streaming sites, discussion forums, and blog and community platforms.

Minimum qualifications should specify what type of social media platforms employees may be expected to use without specifying social media companies. Social media in this context differs from communications work in that the position is performing primarily clerical tasks. The emphasis of the position is on posting content and replying to routine questions and does not require expertise or training in marketing or communications.

Qualifications

Knowledge of:

Social media platforms sufficient to reply to customer questions

Social media platforms and best practices

Skill in social media platforms sufficient to:

Use social networking sites to reply to questions, post preapproved content, including hyperlinks to job postings

Ability to:

Post content created by staff across a variety of social media platforms

Use social media platforms to communicate agency's messaging

Write and edit materials for a variety of audiences, including review for grammar, spelling, and punctuation

Specialized Terminology

For example, medical terminology or legal terminology

Definition

Specialized terminology is unique words used by a specific subject or discipline. In some cases, knowledge of specialized terminology, such as medical terminology, legal terminology, or budget terminology, is needed at hire. Sometimes, only the ability to learn the specialized terminology within a reasonable amount of time is needed at hire. When using this qualification, replace the examples included in the parentheses below with the specific specialized terminology your position needs to know or be able to use.

Qualifications

Knowledge of:

(Insert type of) terminology sufficient to draft related documents and correspondence with accuracy and maintain records

Medical terminology sufficient to develop and maintain accurate medical records and transcribe medical reports, correspondence, records, patient- care information, statistics, medical research, and administrative material

(Insert type of) terminology sufficient to understand and analyze workers' compensation reports

Legal and real estate terminology sufficient to read, interpret, and create a variety of real estate documents

Legal terminology sufficient to comprehend and draft a variety of legal documents and maintain case files/records

Budget terminology sufficient to assist with budget planning

Specialized terminology related to accounting, bookkeeping, accounts receivable, and purchasing sufficient to review transactions, draft invoices, run reports, and maintain accurate and complete financial records

Specialized terminology used in special education and related educational terms

Skill in:

Reading, writing, and speaking *(insert type of)* terminology

Transcribing *(insert type of)* terminology/abbreviations sufficient to develop and maintain records and proofread reports

Ability to:

Learn, understand, and apply the *(insert type of)* terminology within a short amount of time

Spreadsheets

Definition

Spreadsheet applications can create and manipulate data electronically. Users define the data and create formulas to interpret the data. Employees' roles in working with spreadsheets vary from learning how to enter data into established spreadsheets to creating new spreadsheets, or teaching other employees how to design and use spreadsheets.

Qualifications

Knowledge of:

Computer software applications to create spreadsheets from a variety of sources

Compiling lists, spreadsheets, and graphs to track projects and activities

Skill in:

Using spreadsheet applications, such as Microsoft Excel or Google Sheets to enter, compile, store, and retrieve data

Using computer software applications to create spreadsheets

Compile lists, invoices, financial statements, and graphs

Developing and modifying spreadsheets

Using advanced spreadsheets features such as formula creation to manipulate and sort data

Using spreadsheets sufficient to create statistical reports

Ability to:

Learn how to use rules and functions within spreadsheet applications

Enter data into established spreadsheets

Teach others how create and use spreadsheets effectively

Stenography

Definition

Various audio and video formats used in digital storage and/or equivalent formats. Stenography is most utilized in legal and medical settings and is the process of writing in shorthand. Stenographers are often Court Reporters or Court Stenographers. Stenographers are trained to use stenograph software or technology to take and transcribe exact records of legal proceedings or medical information where verbatim written accounts are needed for correspondence, records, or legal proof.

Qualifications

Knowledge of:

Various audio and video formats used in digital storage and/or equivalent formats.

Stenography tools used for digital recordings in a variety of settings

Stenography software such as Otter, Dragon Anywhere, Liberty Recording and/or equivalent

Skill in stenography sufficient to:

Take and transcribe shorthand sufficient to take notes and convert dictated materials to written form with a high degree of accuracy

Take shorthand of subject matter involving specialized terminology at a rapid rate over a sustained period of time

Ability to:

Use a stenography equipment to document all statements made in official proceedings, and then convert and display as text

Transcription

Definition

Transcription is the action or process of putting, speech, or data into written or printed form including converting live or recorded audio or video files into text documents. For example, transcription services are provided when verbatim records of hearings or other matters are required and are most often found in a medical or legal setting. The information can then be transcribed should a transcript be required. Some software and equipment can make a complete transcript from audio or video recordings. The transcripts from the software and equipment may still require an individual to listen to, review and correct errors.

Qualifications

Knowledge of:

Transcription software such as Otter, Dragon Anywhere, Express Scribe, or others

Audio file formats for storing digital audio files

Skill in transcription sufficient to:

Convert dictated materials or rough notes from cassette tapes or digital format to written form

Listen to recorded speech without omissions and transcribe using correct grammar, punctuation, and spelling

Transcribe a variety of medical reports, such as patient histories, diagnoses, medical treatments, medications, prognoses, or discharge summaries

Review and edit reports or dictated materials for spelling, grammar, clarity, and proper medical and legal terminology

Produce verbatim records of proceedings, using a multi-channel digital recording system to enter, update, modify, delete, retrieve, or report data

Translate medical jargon and abbreviations into their expanded forms for accurate patient and health care facility records and legal jargon

Record the proceedings verbatim manually or with specialized equipment, transcribe the notes, edit, and assemble transcripts and records

Download or upload data in a digital format for purposes of transcription recordings

Ability to:

Transcribe dictated or recorded material from cassette tapes or digital format

Review and edit reports or dictated materials for spelling, grammar, clarity, and proper medical and legal terminology

Use transcription equipment to convert dictated materials to written form

Operate transcription equipment or technology

Typing/Keyboarding

WPM

Definition

Typing/ keyboarding usually requires more advanced skills than simple data entry, which includes mastering basic keyboarding techniques with speed and control, formatting and producing simple to complex documents.

Speed and accuracy in the form of words per minute (wpm) with a set number of allowable errors is one indicator of proficiency. If you use wpm or similar performance test, be sure to use the same testing process under the same testing conditions for all applicants.

Qualifications

Knowledge of:

Typing/keyboarding sufficient to perform skilled typing tasks with speed and accuracy

Skill in:

Typing/Keyboarding, using Microsoft Word or equivalent software, sufficient to produce documents such as emails and other correspondence in an efficient and timely manner

Ability to:

Perform or learn to perform accurate typing/keyboarding

Type/Keyboard a variety of documents accurately at *(insert appropriate WPM for the position)* with *(insert appropriate error rate for the position)*

Perform production typing with extensive use of numbers, charts, and columns

Type letters, forms, memoranda, and other materials

Word Processing

Definition

Word processing involves using specialized software to create, edit, format, produce, print, and save documents, images, presentations, and text. This KSA often includes (1) producing a variety of documents and (2) a stronger emphasis on formatting, editing and/or creating a document. Word processing focuses more on the creation of the document format and materials and may not necessarily require typing speed and accuracy. Materials for the document may be received or found in a variety of sources.

Qualifications

Knowledge of:

Word processing sufficient to use software to create, format, edit, print, and save a variety of documents (*state specific document types*)

Skill in word processing sufficient to:

Use software, such as Microsoft Word, to type and format letters, memos, reports, and minutes of meetings, etc.

Use software, such as Microsoft PowerPoint, to create, format, and edit presentations

Prepare, edit, and finalize emails, memos, reports, and/or other documents and types of written communication that are grammatically correct, in proper format, and free of spelling errors

Create reports by combining and presenting data from multiple sources in an organized format

Ability to:

Use word processing, and other software applications to prepare reports

Use word processing to create documents such as invoices, financial statements, letters, case histories, and/or medical records (*state specific document types*)

Check completed work for spelling, grammar, punctuation, and format

Create, presentations, tables, charts, and/or graphs from word processing software