

# Essential Skills Business

#### (Accounting/Administrative Assistant/Medical Administrative Assistant)

The essential skill sheets are lists of the most commonly encountered qualities and skills typically necessary to be successful in a particular program or area of interest. The information contained in an essential skills sheet is not all-inclusive and is intended to be used as a guide only. Individual programs may have specific requirements or technical standards that must be met.

### Physical

Draw, sketch or form common shapes, forms and figures Hand-eye coordination Key/Type Lift a minimum of 20 pounds Maintain balance (sit, stand, squat) Pinch, grasp, squeeze, and manipulate objects Sit for long periods of time Sustain repetitive movements Write with pen/pencil Arm-hand coordination Arm-hand steadiness

### Cognitive

Follow and retain written instructions (multi-step) Anticipate when something is likely to go wrong Apply knowledge from one situation to another Use a computer (database, spreadsheet, word processing) Calculate averages, decimals, fractions, money, percent Calculate using calculator, computer, pen/paper Differentiate between objects of similar shape/color Evaluate information/outcomes/complexity of jobs Enter data into lists, tables, schedules (typed/written) Organize tasks to meet deadlines (hourly, daily, long-term) Perform multiple responsibilities concurrently Edit written content (context, grammar, spelling, punctuation) Read/write reports and other information and ideas Use a computer (word processing) Follow and retain oral instruction (multi-step) Follow and retain visual model or demonstrated instructions Convert between fractions and decimals or percentages Create tables, schedules or other table-like text

Decide course of action Follow directions (written/verbal) Determine when assistance is needed Detail oriented Compare whole numbers Use a computer (email/internet) Problem solve Use a computer (financial software) Make estimations Interpret/process information Categorize information Combine knowledge and skills Sequence outcomes Focus attention on task Work accurately Construct/draw graphs or charts Accurately recall information Read lists, tables, schedules



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### Communication

Collaborate with others Communicate in a professional/tactful manner Communicate using a telephone Discuss ongoing projects/work Explain/express ideas and opinions Give directions Present supporting facts/recommendations Provide guidance Read, write, speak, and comprehend English effectively Record written information Verbalize clear and appropriate information to others

### Behavioral

Accept cognitive criticism Adapt to changing situations Complete responsibilities in a timely manner Cooperate with others individually or in a team setting Dependability Establish rapport with others Exercise ethical judgment Exercise accountability Exercise good judgment Exercise independent judgment Exercise independent judgment Exercise integrity Exhibit social skills appropriate to professional interactions Interact with diverse groups of individuals (cultures, ages, backgrounds) Maintain professional appearance Positive attitude



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### Other

See program or desired area of employment for specifics - Prerequisites See program or desired area of employment for specifics - Certifications/Licenses