

ADMINISTRATIVE & BUSSINESS SERVICES

Top 10 Industry Skills

Communications

Ability to convey thoughts and express ideas effectively in writing and speech as well as fully comprehend what others are saying.

Example: Compose email to coworkers clearly conveying emergency preparedness plan updates.

Customer Service

Act of providing and delivering professional, helpful, high-quality service and assistance to a customer before, during, and after the goods or services are rendered.

Example: Be courteous, professional, and helpful to customers and entering facility.

Decision-making

Consider relative costs and benefits of potential actions to choose the most appropriate option resulting in prioritized tasks

Example: Acquire bids from copy machine suppliers to determine most cost efficient choice meeting company's service needs.

Attention to Details

Ability to efficiently allocate your cognitive resources to achieve thoroughness and accuracy when accomplishing tasks.

Example: Ensure new equipment installation complies with building codes and regulations.

Computer Literacy

Knowledge and ability to use computers and related technology efficiently, perform basic tasks such as operating software systems, platforms and other computer programs.

Example: Use a cloud-based program to coordinate and maintain multiple schedules.

Interpersonal

Comfortable interacting with people in different types of situations.

Example: Build rapport with supervisor, other guards, and people living in the building complex.

Leadership/Management

Knowledge of business and management principles involved in strategic planning and development to influence others toward the accomplishment of identified objectives.

Example: Motivate staff to embrace different and more efficient processes & coordinate responses to problems that arise.

Observational

Alert & aware of surroundings and operations' functions to identify & minimize risks to people & property.

Example: Quickly recognize a change in surroundings that may be dangerous for customers.

Problem Solving

Identify complex problems and reviewing related information to develop and evaluate options and implement solutions.

Example: Design solutions for entire organizational operations, taking into account processes from more than one system at the same time.

Purchasing

Knowledge of the process a business or organization uses to acquire goods or services to accomplish its goals.

Example: Verify receipt of items & compare items received to purchase order.