

Job-Specific Skills

- **client service** - responds to clients and proactively anticipates their needs
- **data entry** – entering text or data into a computer, by typing on a keyboard or scanning a document
- **diplomacy** - balances the needs and interests of multiple stakeholder groups to seek win-win solutions
- **excel** – utilize Microsoft Office spreadsheet program to enter and store data
- **drupal** – develops, edits, or updates websites using the drupal content management software
- **evaluation skills** - evaluates data and results according to accepted methodologies
- **file management** – organizes files and folders on a computer or network
- **financial analysis** - expertly uses formulas and financial tools to evaluate and improve performance
- **graphic design** – the ability to create or update the combination of pictures, words, and ideas to convey information
- **project management** - brings together every component of a project, including resources or planning, that are needed to complete it in a timely manner
- **research/web search** – searching for information on the Web
- **social media** – the use of websites and applications to create and share content or to participate in social networking
- **writing/editing** – correcting, condensing, or otherwise modifying a document; looking at each sentence carefully, and making sure that it is well structured and serves its purpose.

Behavioral Traits

- **adaptable** - applies knowledge to new circumstances
- **detail oriented** - verifies important details, ensures there are no surprises or gaps in needed information
- **even temperament** - controls emotions without retaliating against negative behavior
- **flexibility** - adapts to changes while remaining focused on goals
- **initiative** - remains proactive when suggesting improvements and solving problems
- **innovative** - seeks novel ways to improve and grow; open to trying new things
- **multitasking** - comfortable juggling multiple projects and priorities
- **persistent** - sees projects through to completion, persevering even when faced with barriers or obstacles

People and Communication Skills

- **collaboration** - works with and through others to achieve common goals and desired results
- **conflict resolution** - works to resolve differences and maintain work relationships
- **effective listening** - builds understanding through listening to what others have to say and responding appropriately
- **facilitative communication** - uses language effectively to gather information and facilitate an exchange of ideas
- **interpersonal relations** - exhibits respect and understanding of others to maintain professional relationships
- **persuasive communication** - displays verbal and written communication that influences others
- **verbal communication** - speaks with clarity, precision and purpose in small and large groups
- **writing skills** - possesses excellent writing and grammar skills, including the ability to write concisely, clearly and logically

Thinking Style

- **analytical thinking** - applies logic to solve problems and get the job done

- **creative thinking** - looks outside the box, develops new strategies
- **decision making** - makes decisions and takes responsibility for them
- **forward thinking** - looks beyond immediate tasks to consider long-term impact; always considering what comes next
- **high achiever** - seeks to regularly surpass sales or performance goals
- **problem solving** - solves problems while ensuring rules and directives are followed
- **results driven** - achieves goals in a timely manner while providing excellent client service
- **supportive** - seeks ways to support team efforts while contributing to overall organizational success