

CAS/OS Skills

Sample Skills/Skill Headings

Customer Service/Reception
Clerical/General Office
Secretarial
Administrative/Office Support
Presentation Development

Purchasing
Office Management
Supervision/Training
Credit Management
Personnel Administration

Computer Skills

Word, WordPerfect, Excel, Quattro Pro, Access, PowerPoint, PageMaker, FrontPage, Quicken, Quickbooks, Lotus, BDS (Business Decision Systems), MS Project Manager, Internet, E-mail

Sample Skill Statements

Operate and maintain various office equipment, including printer, fax, copy machine, scanner, postage meter
Designed and created documents: flyers, newsletters, brochures, catalogs, news releases, announcements, advertisements, spreadsheets, graphs, tables, memos, letters, reports
Utilized Excel and PowerPoint to create customized reports and graphs for customers and staff
Researched, synthesized and compiled data into a variety of reports: contracts, proposals, budgets, expense reports, price lists, mailing lists
Created new, and updated existing, web pages using FrontPage
Organized and maintained disk storage and alpha/numeric filing systems
Maintained and updated files
Entered patient admission/discharge data
Processed orders, entered and retrieved data using both PC's and mainframe computers
Experienced in basic accounting/record-keeping
Answered multi-line phones in a courteous, professional manner
Answered and directed telephone calls received on a 15-line phone system
Answered busy phones, directed and routed calls, and scheduled appointments
Screened office and telephone callers and responded to complaints and requests for information
Provided information and forms to the public
Greeted and assisted customers (clients), providing information on policies and procedures
Applied policies and procedures in determining completeness of applications, forms, records, & reports
Maintained records, verifying accuracy and recording information
Ordered and inventoried office supplies
Processed and distributed mail for 10 departments
Efficiently organized and processed bulk mailings to customers
Photocopied and prepared packets
Type 40-50 wpm, 10-key by touch
Typed documents from rough draft and dictaphone
Organized and coordinated nonprofit fund raisers, including planning, assembling, pricing, advertising, and enlisting workers
Scheduled and coordinated meetings
Participated and took minutes in meetings
Maintained calendars and schedules of activities, meetings and various events
Planned itineraries, luncheons, made travel and hotel arrangements
Maintained appointment calendar and made travel arrangements for Vice President (6 managers, etc.)
Researched, distributed, and explained revenue and expenditures to management to be used in budget projections
Communicated information to employees regarding insurance benefits, payroll deductions, salaries, and leave balances
Assisted staff in set up/take down of events and display booths
Assumed responsibility of office in absence of supervisor