

### Technical Standards: Office Administration Program

All Students in this program are expected to meet certain essential functions/technical standards which are essential for successful completion of all phases of the program and which reflect industry requirements and standards. To verify the students' ability to perform these essential functions, students may be required to demonstrate the following technical standards:

Standard	Definition of Standard	Example(s) of Technical Standard
<b>CRITICAL THINKING SKILLS</b>	<ul style="list-style-type: none"> <li>• Use of judgement and problem-solving</li> <li>• Application of ethical standards</li> </ul>	<ul style="list-style-type: none"> <li>• When working with customers or patients, office administrative personnel must be able to apply policies regarding privacy of records and maintain confidentiality.</li> </ul>
<b>MOBILITY/MOTOR SKILLS</b>	<ul style="list-style-type: none"> <li>• Good dexterity (eye and hand coordination)</li> <li>• Sufficient gross and fine motor skills to manipulate equipment</li> <li>• Use of computer keyboard and repetitive keying functions</li> <li>• Ability to perform office functions such as sitting for prolonged periods, navigating work stations and office setting</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate data entry is an essential component of any administrative office position. This may include letters, reports, files, etc.</li> </ul>
<b>TECHNOLOGY SKILLS</b>	<ul style="list-style-type: none"> <li>• Able to utilize the current technology in an office</li> </ul>	<ul style="list-style-type: none"> <li>• Able to create documents on the computer.</li> </ul>
<b>AUDITORY SKILLS</b>	<ul style="list-style-type: none"> <li>• Comprehension and understanding of spoken language</li> </ul>	<ul style="list-style-type: none"> <li>• Office administrative personnel may need to be able to place and receive telephone or video calls for conducting business.</li> </ul>
<b>VISION SKILLS</b>	<ul style="list-style-type: none"> <li>• Ability to tolerate viewing a computer screen for extended lengths of time</li> <li>• Able to access information in an office setting</li> </ul>	<ul style="list-style-type: none"> <li>• Office administrative personnel should be able to use computers to conduct business.</li> <li>• Office administrative personnel should be able to review information in documents for an extended period of time.</li> </ul>
<b>COMMUNICATION SKILLS</b>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively with others, both orally and in writing</li> <li>• Comprehension and understanding of spoken and written language</li> </ul>	<ul style="list-style-type: none"> <li>• Many office administrative personnel will be the first point of contact with customers and must be able to communicate based on the company's expectations.</li> </ul>
<b>INTERPERSONAL SKILLS</b>	<ul style="list-style-type: none"> <li>• Ability to work collaboratively with others in a variety of settings and situations</li> <li>• Ability to listen to others and determine their wants and needs</li> </ul>	<ul style="list-style-type: none"> <li>• Office administrative personnel will be expected to work both independently and as part of a team to complete projects.</li> </ul>
<b>BEHAVIORAL SKILLS</b>	<ul style="list-style-type: none"> <li>• Maintaining hygiene and dress requirements for an office setting</li> <li>• Shows respect for self and others and projects an image of professionalism and strong work ethic</li> <li>• Requires the ability to adapt to changing environments and work-related challenges</li> </ul>	<ul style="list-style-type: none"> <li>• Office administrative personnel represent their company with customers and must maintain professionalism in both appearance and action.</li> </ul>
<b>WORK SKILLS</b>	<ul style="list-style-type: none"> <li>• Students will be able to participate in a work-based learning experience</li> </ul>	<ul style="list-style-type: none"> <li>• Students will need to travel to a worksite.</li> <li>• Students may be required to pass a drug screening and/or background check.</li> <li>• Students may be required to obtain certain immunizations.</li> </ul>