



A partner in **CTWORKS**
The Workforce Solution

CAREER COMPETENCY STANDARDS

SKILL STANDARDS	DESCRIPTOR
<p>BASIC SKILLS</p> <p>Reading CASAS Scale Score >245</p> <p>Math CASAS Scale Score >240</p> <p>Writing Skills</p> <p>Oral Communication Skills</p>	<p>Individual can comprehend, explain and analyze information from a variety of literacy works, including primary source materials and procedural manuals; can use context cues and higher order processes to interpret meaning of written material.</p> <p>Individual can perform all basic math functions with whole numbers, decimals and fractions. Can interpret and solve algebraic equations. Able to use math in business, i.e. calculating discounts and percentages. Can create and use tables and graphs. Can integrate information from multiple texts, charts, and graphs as well as evaluate and organize information. Use seven functions of math.</p> <p>Skills include basic and business writing, including accuracy in spelling, punctuation and grammar and the ability to create business letters, emails and other written communications.</p> <p>Skills include the ability to speak professionally and speak so others can understand. The individual will be able to actively listen and offer critical observations of what was heard.</p>

COMPUTER LITERACY	<p>Essential, Basic Knowledge and Skills:</p> <ul style="list-style-type: none"> • Keyboarding skills • General data entry skills • Speed and accuracy • Audio accuracy (listen and type) • Ability to navigate in Microsoft Windows • Understand and use computer terminology appropriately <p>Telecommunications</p> <ul style="list-style-type: none"> • Connect to the Internet or an on-line service • Use Electronic Mail (compose, retrieve, read, respond) • Access and use resources on Internet and World Wide Web
CUSTOMER SERVICE SKILLS	<ul style="list-style-type: none"> • Appropriately addresses the customer, either in person, by telephone, e-mail or other means. • Able to identify customer needs by gathering information, assessing customer’s knowledge of products/services, and ability to articulate and record needs. • Able to provide accurate, courteous and timely information, including responding to customer comments and questions. • Able to deliver services to customers in a timely and accurate manner. • Able to deal calmly with “difficult” or upset customers. • Able to work in a team environment. • Demonstrates internal and external customer service. • Able to help solve customer problems and know when to escalate a problem to a manager. • Knows what questions to ask. • Able to engage customer – focus on the customer. No side conversations with co-workers. Will look at the customer, smile and say “thank you.” • Able to write up a customer service problem.

	<ul style="list-style-type: none"> • Able to adjust and relate to diverse customer populations (ethnicity, age, socio-economics, language, clothing style, budget). • Enthusiastic voice and demeanor. • Excellent communication skills, including eye contact, speaking slowly and articulately. • Listening skills: let's customer finish speaking, responds appropriately to customer's unhappiness and asks for follow-up questions.
PROBLEM SOLVING AND DECISION MAKING SKILLS	<ul style="list-style-type: none"> • Can read and follow multi-step directions. • Ability to learn, reason, and think creatively. • Ability to make appropriate and reasonable decisions. • Ability to identify and solve problems. • Able to prioritize workload. • Interprets information obtained through observation. • Ability to ask questions. • Use problem solving strategies
INTERPERSONAL SKILLS	<ul style="list-style-type: none"> • Can work on teams, teach others, and serve customers. • Ability to work without supervision. • Ability to work well with people from culturally diverse backgrounds. • Develops and maintains productive group relations. • Cooperates with others and accepts supervision. • Displays responsible personal and work behaviors.
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Positive, "can do" attitude. • Self-starter. • Habitually arrives on time and doesn't leave early. • Understands and can adapt to workplace culture. • Ability to control emotional outbursts. • Flexibility and adaptability. • Demonstrates self-management, dependability, and positive attitude toward work.

	<ul style="list-style-type: none"> • Comes to work appropriately dressed. • Demonstrates honesty and integrity. • Has addressed barriers to employment, such as substance abuse, the need for child care or related services, transportation, or criminal justice involvement (ability to pass criminal background check, DMV and in some cases a credit check).
<p>JOB SEEKING SKILLS</p>	<p>Job Seeking “Portfolio” to include:</p> <ul style="list-style-type: none"> • Up-to-date, accurate resume customized for each job using key words from advertisement and listing accomplishments; Resume should include accurate spelling and grammar, action words, appropriate white space, bullets, not paragraphs, and appropriate email name and phone voice message (no music, sexy overtones, screaming); • Proof of ability to apply for jobs online; • Cover letter; • List of up-to-date professional references (not mother, sister, friend, etc) • Evidence of job searches using Internet, print and job board posted ads • “Dress for Success” Interview clothing • Completed job application; • Evidence of participation in interviewing exercises including copy of critique(s) and a sample list of appropriate questions; • Proof of networking efforts; • Proof of education attainment (diploma, etc.) and any certificates earned. • At least one work based learning experience obtained thru internship (paid or unpaid); a job; work experience provided by the program with a skill rating from the supervisor in addition to letters of reference.

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