



City of Pueblo • Human Resources • PO Box 1427 • Pueblo CO 81002
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KNOWLEDGE, SKILLS AND ABILITIES CHECKLIST

CLASS TITLE: OFFICE ASSISTANT

Form Instructions:

1. List the Knowledge, Skills and Abilities (KSAs) from the most recent version of the Job Description.
2. The KSAs are important to successful job performance. These must be evaluated in terms of overall degree of importance and percent of time such KSAs are used in accomplishing essential job functions.
3. Use the following criteria to represent the Degree of Importance:
 - a. MINOR - The skill area is used 5% or less of the time.
 - b. MODERATE – The skill area is used between 6-14% of the time.
 - c. MAJOR – The skill area is used 15% or more of the time.
 - d. ALWAYS – The skill area is used to successfully perform all or nearly all aspects of the position.
4. KSAs containing asterisks (***) may be subject to testing through the Civil Service Commission.

Knowledge, Skills and Abilities (KSA) Essential to perform this job	Degree of Importance
Skill at performing routine clerical functions, such as computerized preparation of correspondence, filing, operation of all office equipment, and ordering of supplies through a computerized system;	MAJOR
Skill to perform data entry at moderate speeds and use a computerized system to query for information.	MAJOR
Skill to operate a computer and its software programs to work with electronic word documents, spreadsheets, and/or databases.	MAJOR
Skill to operate a telephone system with multiple lines, while taking complete and accurate messages.	MAJOR
Ability to work successfully with and provide good customer service to supervisors, other City employees, the public and other agencies and organizations	ALWAYS
Knowledge of grammatically correct English, sufficient to perform the essential functions of this position	MAJOR
Ability to learn department policies, practices, techniques, and methods in order to perform the essential functions	ALWAYS
Knowledge of customer service principles and practices	ALWAYS
Skill to foster an environment that embraces diversity, integrity, trust and respect by being empathetic, caring, patient, enthusiastic, polite and professional	ALWAYS
Ability to perform all the job duties in a safe manner	ALWAYS

In my judgment, the knowledge, skills, and abilities shown on this checklist reasonably match the knowledge, skills, and abilities of this position.

Director Name: Marisa Pacheco Title: HR Director

Signature:  Date: 12/11/2018

HR Representative: Shelly Carrillo / Belinda Kimball Title: HR Analyst

Signature:  Date: 12/11/2018