



COMPREHENSIVE VOCATIONAL GUIDE

Last Name: Doe
First Name: John
Organization: ABC Corporation
Location: Chicago, ILL
Assessment Date: 02/14/2006

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COMPREHENSIVE VOCATIONAL GUIDE (CVG) PCFA

LOCATION N: 34
ID: 123456789
LAST NAME: Doe
FIRST NAME: John

HIGHEST GRADE COMPLETED: 12
JOB(S) APPLIED FOR: Management, Business
VOCATIONAL QUOTIENT: 46

ELP = Expected Level of Performance

<u>COMPETENCIES</u>	<u>ELP</u>	<u>VOCATIONAL MATURITY:</u>	<u>ELP</u>
ADVERTISING	4	SENSE OF DIRECTION	4
SCIENTIFIC	2	COMPREHENSION OF GOALS	5
MECHANICAL	2	USE OF JUDGMENT	5
MANUFACTURING	2	WORK ETHICS	4
BUSINESS – CLERICAL	3	NEED FOR SUPERVISION	4
SALES	5	DOMINANCE	3
CUSTOMER SERVICE	5	OCCUPATIONAL CREATIVITY	3
HUMAN RESOURCES	3	OCCUPATIONAL COMMITMENT	5
MANAGERIAL	4	OCCUPATIONAL STABILITY	4
		GEOGRAPHICAL STABILITY	4
<u>OCCUPATIONAL SUITABILITY:</u>		VOCATIONAL EFFECTIVENESS	4
		EMPLOYMENT STABILITY	5
MANAGERIAL	4	SUPERVISION RESPONSIVENESS	4
TECHNICAL	4	PUNCTUALITY	4
TECHNICAL SUPPORT	5		
CUSTOMER SERVICE	5	<u>VOCATIONAL EFFICACY:</u>	
CUSTOMER FOCUS	5		
MARKETING	4	PERFECTIONISM	3
SALES	5	OPENNESS - COMMUNICATION	5
CLERICAL	3	CONSCIENTIOUSNESS	5
COORDINATING – SUPERVISING	3	PERSERVERANCE	4
OPERATING - PROCESSING	2	SELF-RESTRAINT	3
SYNTHESIZING – ANALYTICAL	4	COURTESY	5
PRECISION – ASSEMBLY	2	NEED FOR STRUCTURE	4
HUMAN RESOURCES	2	AMBITION	3
EMPLOYEE ASSISTANCE	3	AUTONOMY	3
		CAUTION	3
<u>ON THE JOB TRAINING:</u>		PERCEPTIVENESS	4
		ACCEPTANCE OF CRITICISM	4
VISUAL – AUDITORY	<<	PRAGMATISM	4
VISUAL – NUMERICAL	<<	EXPEDIENCE	4
AUDITORY – LANGUAGE	<<	COMPETENCE	5
AUDITORY – NUMERICAL	<<	POSITIVE AFFECTIVITY	4
KINESTHETIC	<<	NEGATIVE AFFECTIVITY	1
INDIVIDUAL LEARNING	<<	AFFECTIVE LABILITY	1
GROUP LEARNING	<<	BEHAVIORAL LABILITY	1
5 – 15 DAYS	<<	PHYSICAL LABILITY	1
15 – 30 DAYS	<<	WORKPLACE RESILIENCE	4
MORE THAN 30 DAYS	<<	WORKPLACE VULNERABILITY	1
CONTINUOUS	<<	HISTORY OF DISABILITY	0
PERIODIC	<<	FINANCIAL STABILITY	3

LEVELS: 0 = NONE 1 = LOW 2 = MILD 3 = MODERATE 4 = HIGH 5 = VERY HIGH << = APPLIES

NOTE: The following areas are those in which you obtained the highest scores.

MANAGERIAL: VOCATIONAL CHARACTERISTICS

Because of their personality and behavioral characteristics, as well as their vocational and professional orientations, individuals belonging to this category of vocational interests, aptitudes and competencies are often perceived and described by others as having leadership qualities, ascendant, helpful, cooperative, responsible, idealistic, sociable, sensitive, insightful, tactful, and persuasive. They prefer jobs with responsibility and at work and they like to be in charge.

They are not accepting of the substandard performance by others, and go to great lengths to correct it through personal intervention, assistance, and help. Many firmly believe that leadership is the best form of management, they seek orderly work environment, and place emphasis on work discipline, productivity, and compliance with company goals and timelines.

Their method of reaching goals is most frequently a matter of planning and discipline. They may be innovative, and be capable of finding many different types of solutions to work-related problems. They place company's goals before their own, and expect the same of coworkers. They believe that on-the-job training should be an ongoing thing. If such programs are not available within the corporate structure, they often provide close supervision, advice, training, and refreshment of the work job skills through personal interaction with their subordinates, relying on their training and work experience.

Most of the individuals with this type of profile do not feel that work problems are beyond their control, and are not afraid to roll up their sleeves and commit themselves to finding and implementing successful solutions.

MANAGERIAL: DESIRABLE PERSONALITY TRAITS, INTERPERSONAL SKILLS, AND DOMAINS OF VOCATIONAL EFFICACY

- ability to influence people;
- strong sense of work ethics;
- a record of occupational commitment;
- a good record of work performance;
- self-discipline;
- acceptance of and compliance with the lines of supervision;
- excellent comprehension of company goals, job routines and procedures;

- people management skills;
- making competent judgments and decisions;
- expressing personal feelings and encourage others to do so;
- manifested effectiveness in directing, controlling, planning;
- ability and patience to correctly understand problems of others with empathy and helpful suggestions;
- acceptance of responsibility for enforcing company's policies;
- patterns of consistency and orderliness;
- ability to put strangers at ease during initial contact(s);
- participate as a member of a team;
- ability to quickly and effectively master new job skills and teach those to others;
- ability to teach others and accept their input;
- ability to solve problems by getting a clear understanding of the problem and choosing appropriate methods and approaches toward solution.
- willingness to serve clients/customers;
- exercise leadership without intimidation of subordinates or coworkers;
- ability to negotiate in order to arrive at a decision;
- bias-free approach to culturally diversified environment;
- demonstrate personal responsibility and motivation in accomplishing goals;
- efficiency in identifying problems and their possible causes;
- devise and implement a solution to an identified problem;
- evaluate the outcome of an implemented solution and suggest modifications to the solution as needed;
- utilize problem solving strategies, such as breaking down the problem into component parts and generating alternative or creative solutions;
- identify personal values, qualities, interests, abilities, and aptitudes;
- identify or use strategies to develop a positive attitude and self-image, and self-esteem;
- identify and use effective strategies to cope with negative feedback;
- identify sources of stress, and resources for stress reduction;

- identify personal, family, and work responsibilities, and ways to accommodate them and deal with related problems;
- identify or use strategies for communicating more successfully;
- identify constructive ways of dealing with change, including showing flexibility and adaptability, and update skills;
- ability to earn support from coworkers and upper management;
- ability and skills to separate issues from personal life from those relevant to work environment;
- willingness to work overtime without extra pay when needed.

MANAGERIAL: COMMON TASKS WHICH MAY BE REQUIRED TO BE PERFORMED

With Data:

- coordinating: determining time, place, and sequence of operations or action to be taken on the basis of analysis of data; executing determinations and/or reporting on events;
- compiling: gathering, collating, or classifying information about data, people, or things. Reporting and/or carrying out a prescribed action in relation to the information is frequently involved;

With People:

- mentoring: dealing with individuals in terms of their total personality in order to advise, counsel, and/or guide them with regard to problems that may be resolved by legal, scientific, clinical, spiritual, and/or other professional principles;
- speaking-signaling: talking with and/or signaling people to convey or exchange information; includes giving assignments and/or directions to helpers or assistants;

With Things:

- handling: using body members, hand tools, and/or special devices to work, move, or carry objects or materials; involves little or no latitude for judgment with regard to attainment of standards or in selecting appropriate tool, object, or materials.

CUSTOMER SERVICE: VOCATIONAL CHARACTERISTICS

These individuals develop competencies in the area of human relations such as interpersonal and educational skills and efficacy, and less in manual and technical areas. They are usually characterized by their preference for social occupations and situations in which they can engage in their preferred activities and areas of strong competencies and efficiency, and on the other hand, avoid the activities which are normally demanded by realistic occupations and situations. They may perform well hiring new employees for the company, provide employee assistance services, and do volunteer work. They may exhibit a preference for a team-oriented work culture. However, being comfortable interacting with people, they may also manifest excellent people skills in one-to-one situations solving problems and diffusing interpersonal conflicts. They tend to be supportive of others, methodical in their approaches, and are successful in reaching designated goals through careful planning, consistency, and discipline.

CUSTOMER SERVICE: DESIRABLE TRAITS, INTERPERSONAL SKILLS, AND DOMAINS OF VOCATIONAL EFFICACY

- dealing with people;
- good memory for customer- and product- specific details
- language proficiency;
- openness and communication;
- courtesy and politeness even in stressful situations;
- consistency, orderliness and predictability;
- conscientiousness;
- perseverance;
- making judgments and decisions within specific time frames;;
- use of creativity in solving problems;
- performing a variety of duties;
- willingness to perform repetitive, short cycle work when needed;
- demonstrate effectiveness in working with other people;
- participate as a member of a team;
- teach others;
- willingness to serve clients/customers;

- exercise leadership when required;
- negotiate to arrive at a decision;
- bias-free approach to work with culturally diversified customer base;
- understand how social, organizational, and technological systems work and operate effectively within them;
- understand systems;
- monitor and correct own performance;
- improve and design systems;
- creative thinking;
- decision making;
- identify a problem and its possible causes;
- devise and implement a solution to an identified problem;
- evaluate the outcome of an implemented solution and suggest modifications to the solution as needed;
- utilize problem solving strategies, such as breaking down the problem into component parts and generating alternative or creative solutions;

CUSTOMER SERVICE: COMMON TASKS WHICH MAY BE REQUIRED TO BE PERFORMED

With People:

- attending to the needs or requests of people or animals or the expressed or implicit wishes of people; immediate response is usually required;

With Data:

- examining and evaluating data and situations; presenting alternative actions in relation to the evaluation;
- judging the readily observable functional, structural, or compositional characteristics of data, people, or things;

EXPECTED JOB-SPECIFIC SKILLS, ABILITIES AND APTITUDES

Individuals with this profile type seem to have interest in bringing others to a point of view by personal persuasion, using sales and promotional techniques. It is possible that the job applicant can satisfy this interest in a variety of sales jobs, from selling technical products to services. The applicant may be equally effective working in stores, sales offices, or in customers' homes.

The special characteristics and experiences of the individuals in this category often lead to their preference for activities, vocations, and professions which involve persuasive approaches to other individuals, or groups of people, in order to attain organizational goals or economic gain. They may manifest low degree of interest and competencies in the area of symbolic and systematic activities.

They tend to manifest leadership tendencies, interpersonal and persuasive competencies and skills; while on the other hand, they frequently lack scientific interests, skills, and efficacy. These individuals frequently prefer and engage in enterprising occupations and situations in which they can engage in preferred activities, and subsequently avoid those activities which are usually demanded by investigative occupations or situations. They are most likely to use their enterprising skills to solve problems both at work and in personal life.

On one hand, they often perceive and represent themselves as somewhat aggressive, popular, self-confident, sociable, possessing leadership and speaking abilities. On the other hand, they show a lack of scientific, analytical, and methodical skills, interests, and abilities. They highly value political and economic achievement, both their own, and those of others.

Others often perceive and describe them as acquisitive, domineering, optimistic, adventurous, energetic, pleasure-seeking, ambitious, somewhat exhibitionistic, self-confident, at times argumentative, flirtatious, sociable, dependent, impulsive, and talkative.

They usually choose professions and activities which allow them freedom to use imagination, creativity, and own ideas to perform the job, stand out from other coworkers, learn new way of doing things, and have new duties assigned from time to time. However, they too enjoy working in a stable situation which offers financial and job security, fair promotions, predictability, and a latitude to perform work within the comfortable boundaries of their own efficacy.

Being enterprising types, they also enjoy jobs such as banker, lawyer, manager or salesman. They cope with their world by selecting goals, values, and tasks through which they can express their adventurous, dominant, enthusiastic, energetic, and impulsive qualities. Persons with this profile type are characterized also by their persuasive, verbal, extroverted, self-accepting, self-confident, oral aggressive, exhibitionistic attributes.

These individuals tend to perceive themselves as leaders, they tend to avoid well-defined language or work situations requiring long periods of intellectual effort, they are extraceptive, they prefer ambiguous social tasks, and they have a greater concern with power, status, and leadership.

The following are personal characteristics, professional qualifications, training, skills, aptitudes, and various job requirements which are usually required from a job trainee/applicant for this category of jobs and professions:

**DESIRABLE PERSONALITY TRAITS, INTERPERSONAL SKILLS,
AREAS OF SELF-EFFICACY:**

- good knowledge and understanding of customers and their preferences and needs;
- ability to hold people's attention and influence them;
- dealing with a variety people on ongoing basis;
- have a good understanding of changing business trends and customer types and their needs;
- ability to evoke and maintain interest and emotional involvement on the part of a prospective customer;
- making judgments and decisions based on analysis of customers' needs;
- comfortably expressing personal feelings;
- have excellent knowledge of products and services being promoted;
- effectively utilize common workplace technology and systems;
- use computers to process customer information and sales;
- have a good degree of technology appropriate to their customer base;
- have sufficient knowledge to advise how to apply technology to customer-specific tasks and applications;
- have sufficient knowledge to provide some troubleshooting of customer-specific technology and products;
- demonstrate effectiveness in working with people of various cultural, social, ethnic and economic backgrounds;
- ability to do customer profiling and identify the most viable segments of the customer base;

- ability to develop and maintain a rapport and a business bond with customers regardless of extent possible interpersonal differences;
- engage in successful negotiation to arrive at a sale decision;
- develop mutual trust in transactions with customers and make them comfortable to disclose and discuss their available budget;
- ability to elicit and secure customer's commitment during early phases of interaction;
- ability to quickly and effectively either create an emotionally motivated prospect or be able to recognize and qualify the deal as no-win;
- competence in quickly developing new strategies and approaches when needed or knowing when not to pursue dead end leads and moving to more viable customers and transactions;
- provide a scope of services specific to products and technology being represented and promoted;
- engage in successful negotiation to arrive at a sale decision;
- personal quality: developed social skills, perceptiveness, a sense of interpersonal appropriateness, and ability to create a level of comfort in others when discussing new sales and transactions;
- develop up-to-date knowledge of competition and:
 - their sales strategies and techniques;
 - their product & company strengths
 - their product & company weaknesses
 - which buyers they are likely to win with
 - which buyers they are vulnerable to lose with
 - who their best and worst customers are;
- creative thinking;
- know their products from A to Z, know the jobs customer may be bidding on and have competitively priced quotations on the products best suited for those jobs--well before bid date;
- willingly help solve problems and handle complaints;
- are available for emergency calls;
- understand customer's business, challenges and problems;
- keep customers advised of all market trends and specials;
- keep track of customer's orders and delivery schedules;
- do not try to overload customer's inventories;

- do not carry tales about competitors;
- have pride in their company and its products;
- do not waste customer's time;
- keep the specifiers (and their catalogs) up to date on both old and new products;
- dress and speak appropriately and are never unkempt;
- are courteous to customer's staff and employees;
- ability to express oneself nonverbally;
- ability in general speaking skills;
- awareness and understanding of the nonverbal communications of others;
- ability to control and regulate nonverbal displays of emotion;
- ability to present yourself socially, possibly through acting;
- ability to manipulate others to control the situation;
- awareness and understanding the verbal communications of others;
- ability to prospect for customers;
- ability to qualify prospects;
- ability to open relationships with prospects;
- ability to close the sale;
- ability to present the sales message;
- ability to service the account;
- knowledge of customers' markets and products;
- knowledge of own company's procedures;
- knowledge of competitors' products, services, and sales policies;
- knowledge of product line, including product features and benefits;
- knowledge of customers' operations, such as store and shelf layout, and employee training;
- imagination in supplying products and services that meet the customers' needs;

DESIRABLE GENERAL APTITUDES:

The following is the usual range of aptitudes normally required for a variety of work activities in this vocational domain.

APTITUDES	EXPECTED LEVEL
General Learning Ability	Moderate to High
Verbal Aptitude	High
Numerical Aptitude	Moderate to High
Spatial Aptitude	Moderate
Form Perception	Moderate to High
Clerical Perception	Moderate
Motor Coordination	Moderate
Finger Dexterity	Moderate
Manual Dexterity	Moderate
Eye-Hand-Foot Coordination	Moderate to High
Color Discrimination	Moderate to High

REASONING LEVEL:

- job applicant would be expected to apply common sense understanding to carry out instructions furnished in written, oral, diagrammatic, or schedule form;
- to deal with problems involving several concrete variables in or from standardized situations; deal with a variety of concrete variables in situations where only limited standardization exists;
- he/she can read and follow multi-step directions; read and interpret common legal forms and manuals; use math in business, such as calculating discounts; create and use tables and graphs;
- can communicate personal opinion in written form; write an accident or incident report;
- can integrate information from multiple texts, charts, and graphs as well as evaluate and organize information; can perform tasks that involve oral and written instructions in both familiar and unfamiliar situations.

MATH LEVEL:

- add, subtract, multiply, and divide all units of measure; perform four operations with the like common and decimal fractions; compute ratio, rate, and percent; draw and interpret bar graphs; perform arithmetic operations involving all American monetary units; compute discount interest, profit and loss, commission, markup, and selling price, proportion variables

LANGUAGE LEVEL:**READING:**

- proficiency in reading a variety of materials such as novels, magazines, atlases, manuals, and encyclopedias;
- ability to read and comprehend safety rules
- ability to read and comprehend technical manuals and instructions relevant to the products and/or services which they represent and promote to the public

WRITING:

- write reports and essays with proper format, punctuation, spelling, and grammar, using all parts of speech; prepare business letters, expositions, summaries, and reports

SPEAKING:

- speak before an audience with poise, voice control, and confidence, using correct English and well-modulated voice;
- participate in panel discussions, dramatizations and debates.

TASKS DUTIES AND RESPONSIBILITIES COMMONLY EXPECTED TO BE PERFORMED:

- Operates computerized cash register to conduct sales transactions; handles cash, and makes change as required.
- Sells merchandise and/or rents equipment; advises customers on merchandise price, features, and/or on fees and services.
- Assists individual and/or institutional customers in the ordering and, as appropriate, delivery of merchandise.
- Prepares routine daily reports such as sales, accounts receivable/payable, orders, credit card receipts, and/or bank deposits.
- Receives and displays merchandise and/or equipment in accordance with established policies and procedures; ensures that stock levels and displays are in accordance with established standards.
- Performs general floor maintenance and housekeeping; monitors and maintains the condition and safekeeping of merchandise and/or rental equipment.
- Oversees the processing of routine returns and buybacks, as appropriate; coordinates the return and replacement of defective merchandise.
- Prepares cash register reconciliation and miscellaneous routine reports.
- Identifies and resolves discrepancies in invoices and orders.
- Inspects equipment and facilities to ensure customer and employee safety.
- May create displays and assist in designing marketing campaigns.
- May train and supervise student and/or temporary employees in day-to-day customer service activities.
- Performs miscellaneous job-related duties as assigned.

JOB-RELEVANT KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Ability to prepare routine administrative paperwork.
- Ability to operate a computerized cash register.
- Ability to secure and handle cash.
- Knowledge of basic cash management procedures.
- Ability to safely use cleaning equipment and supplies.
- Ability to sort, check, count, and verify numbers.
- Knowledge of retail floor sales techniques.
- Knowledge of retail floor merchandising and stock control procedures.
- Knowledge of basic visual merchandising techniques.
- Knowledge of shop security and safety procedures.
- Knowledge of customer service standards and procedures.

COMMON PHYSICAL DEMANDS:

The following is the usual range of physical abilities normally required for a variety of work activities in this vocational domain:

ABILITIES	COMMON REQUIREMENTS
Strength	Low
Balancing	Low
stooping	Low
Kneeling	Low
Crouching	Low
Crawling	Low
Reaching	Moderate to high
Handling	Moderate to high
Fingering	High
Feeling	High

COMMUNICATION ABILITIES:

ABILITIES	EXPECTED LEVEL
Auditory	High
Hearing	High
Tasting/smelling	Moderate

- communication in interpersonal interactions: skill and ability to identify and use appropriate both verbal and non-verbal behavior in a variety of situations;
- identify or use appropriate language for informational purposes, such as describe, ask for information, state needs, command, agree, or disagree, ask permission, etc.;

- identify or use appropriate language to influence or persuade, such as caution, request, advise, persuade, negotiate, etc.;
- identify or use appropriate language in general social situations such as to greet, introduce, thank, apologize, compliment, express pleasure or regret, etc.;
- identify or use appropriate group behavior;
- clarify or request information;
- communication regarding personal information:
 - respond appropriately to common personal information questions; complete a personal information form;
 - interpret or write a personal note, invitation, or letter;
 - converse about daily and leisure activities and personal interests.

VISION:

	EXPECTED LEVEL
Near acuity – 20" or less	Moderate to High
Far acuity – 20' or more	Moderate to High
Depth perception – three dimensional	Moderate to High
Accommodation – focus adjustment	Moderate to High
Color vision	Moderate to High
Field of vision – vision range	Moderate

TYPICAL ENVIRONMENTAL CONDITIONS:

The following is the usual range of work environment characteristics a worker is likely to encounter in a variety of work activities in this vocational domain.

	EXPECTED OCCURENCES
General weather conditions	Low to Moderate
Cold	Low to Moderate
Hot	Low to Moderate
Wet/humid conditions	Low to moderate
Noise levels	Moderate to high
Vibration	Low to Moderate
Atmospheric pressure	Low to Moderate
Moving, mechanical parts	Low to Moderate
Electrical shock hazard	Low
High, exposed places	Low
Radiation hazard	Low
Explosives hazard	Low
Toxic caustic chemical hazard	Low
Other adverse conditions	Low to Moderate

OTHER SPECIFIC OCCUPATIONS SUITABLE FOR THIS PROFILE TYPE:

SALES TECHNOLOGY: Buyer, Commission Agent, Comparison Shopper, Pawnbroker, Pharmaceutical Detailer, Sales Agent, Sales Representative.

GENERAL SALES: Auctioneer, Building Consultant, Demonstrator, Manufacturer's Representative, Sales Agent, Salesperson, Sales Representative, Superintendent (Sales), Telephone Solicitor, Travel Agent, Retail Clerk.

VENDING: Distributor, Vendor.



BUSINESS - CLERICAL: VOCATIONAL CHARACTERISTICS

Individuals in this group of vocational and professional preferences, aptitudes, and abilities, often engage in activities which entail the explicit, ordered, systematic manipulation of data, such as keeping records, filing materials, reproducing materials, organizing written and numerical data according to a prescribed plan, operating business machines and data processing devices in order to attain organizational and economic goals.

They often manifest little or no interest in ambiguous, free, exploratory, or unsystematized activities and occupations. They frequently manifest strong clerical, computational, and business system competencies, while they significantly lack in artistic and creative skills, efficiency and competencies. They prefer conventional occupations or situations in which they can engage in activities which they prefer, and avoid those activities and actions which are usually demanded by artistic occupations and situations.

They are most likely to use their conventional skills and efficacy to solve problems both at work and in personal life.

These individuals perceive themselves as conforming, orderly, and as having significant clerical and numerical abilities. They are often perceived and described by coworkers and other individuals as conforming, somewhat inhibited, prudish, conscientious, obedient, calm and self-controlled, defensive, orderly, to a certain degree unimaginative, efficient, persistent, often inflexible, and very practical.

The conventional types prefer occupations such as accountant, typist, bookkeeper, office clerk, etc. They cope with their physical and social environment by selecting goals, tasks, and values that are sanctioned by custom and society. Accordingly, their approaches to problems are stereotyped, practical, correct; they lack spontaneity and originality.

Their personality traits are consistent with this orientation. They are well-controlled, neat, sociable, and create a good impression. They are somewhat inflexible, conservative and persevering. They see themselves as practical, shrewd, conservative, dominant, playful (not deferring gratification), subject to parental pressure for achievement, conscientious, sociable, underachieving (academically), controlled, dependent, and at times, even intellectually inefficient.

These individual usually perform well in an organized and a well-defined environment, with routine and automated tasks and duties, with few unexpected changes in the routine. They prefer to rely and depend on someone else for instructions and guidance regarding how to get the job done, and they work well under close supervision. They prefer to perform their tasks in a routine and a predictable manner, they usually focus only on one or a few components of a

whole product or a process at a time, and they prefer situations in which they do not have to make decisions related to the work performed.

They rate themselves low as leader but high on dependability, scholarship, neatness, conservatism, practical-mindedness, cheerfulness, and perseverance. They are rated low by others on speaking skills and potential for leadership.

You have shown a VERY SIGNIFICANT degree of interest in organized, clearly defined activities requiring accuracy and attention to details, primarily in an office setting. You can satisfy this interest in a variety of jobs in which you can attend to the details of a business operation. You may enjoy using your math skills. Perhaps a job in billing, computing, or financial recordkeeping would satisfy you. You may prefer to deal with people. You may want a job in which you meet the public, talk on the telephone, or supervise other workers. You may like to operate computer terminals, typewriters, or bookkeeping machines. Perhaps a job in recordkeeping, filing, or recording would satisfy you. You may wish to use your training and experience to manage offices and supervise other workers.

The following is a listing of personal characteristics, professional qualifications, training, skills, aptitudes, and various job requirements which are usually required from a job trainee/applicant for this category of jobs and professions:

DESIRABLE PERSONALITY TRAITS, INTERPERSONAL SKILLS, SELF-EFFICACY:

- dealing with people
- making judgments and decisions
- precision work, tolerances and standards
- repetitive, short cycle work
- performing under stress
- performing variety of duties effectively utilize common workplace technology and systems
- identify common tools, equipment, machines, and materials required for one's job
- demonstrate simple keyboard skills
- demonstrate ability to use a filing system or other ordered system (e.g. coded or numbered)

- demonstrate use of common business machines
- demonstrate basic computer skills and use of common software programs, including reading or interpreting computer-generated printouts
- demonstrate ability to select, set up and use tools and machines in order to accomplish a task, while operating within a technological system
- demonstrate ability to identify and resolve problems with machines and to follow proper maintenance procedures
- understand wages, benefits, and concepts of employee organizations
- interpret wages, wage deductions, benefits, and timekeeping forms
- interpret information about employee organizations
- interpret employment contract and union agreements
- interpret employee handbooks, personnel policies and job manuals

DESIRABLE APTITUDES:

The following is the listing of the usual range of aptitudes normally required for a variety of work activities in this vocational domain.

Expected Level:

- General Learning Ability - moderate
- Verbal Aptitude - moderate
- Numerical Aptitude - moderate
- Spatial Aptitude - low to moderate
- Form Perception - moderate
- Clerical Perception - high
- Motor Coordination - moderate
- Finger Dexterity - moderate
- Manual Dexterity - moderate
- Eye-Hand-Foot Coordination - moderate
- Color Discrimination - moderate

Additionally, a job candidate, or a trainee, is usually expected to be able to demonstrate the following:

REASONING LEVEL:

- apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form; deal with problems involving several concrete and abstract variables in or from standardized situations
- can integrate information from multiple texts, charts, and graphs as well as evaluate and organize information; can perform tasks that involve oral and written instructions in both familiar and unfamiliar situations.

MATH LEVEL:

- compute discount interests, profit and loss, commission, markup and selling price, ratio and proportions and percentages; calculate surfaces, volumes, weights, and measures; calculate variables and formulas, nominals and polynomials, calculate plane and solid figures, circumference, area, and volume; understand kinds of angles, and properties of pairs of angles
- deal with systems or real numbers, linear, quadratic, rational, exponential, logarithmic, angle and circular functions, and inverse functions, related algebraic solutions of equations and inequalities, limits and continuity, and probability of statistical inference
- practical applications of fractions, percentages, ratio and proportions, mensuration, logarithms, calculators, practical algebra, geometric construction and essentials of trigonometry

LANGUAGE LEVEL:**Reading:**

- read a variety of materials, magazines, atlases, and encyclopedias, safety rules, instructions, manuals; have a passive vocabulary of 5,000 - 6,000 words; read at the rate of 190-215 words per minute;
- can read and follow multi-step directions; read and interpret common legal forms and manuals; use math in business, such as calculating discounts;

Writing:

- write reports and essays with proper format punctuation, spelling, and grammar, using all parts of speech; create and use tables and graphs;
- communicate personal opinion in written form; write an accident or incident report.

COMMON TASKS WHICH MAY BE REQUIRED TO BE PERFORMED:**With Data:**

- gathering, collating, or classifying information about data, people, or things; reporting or carrying out a prescribed action in relation to the information

With People:

- talking with and/or signaling people to convey or exchange information; giving assignments and/or directions to helpers or assistants
- attending to the work assignment instructions or orders of supervisor; usually no immediate response is required unless clarification of instructions or orders is needed

With Things:

- starting, stopping, controlling, and adjusting the operation and progress of office machines and equipment; involves setting up and adjusting the machines or material(s) as the work progresses; involves little or no latitude for judgment
- with regard to attainment of standards or in selecting appropriate tool(s), object(s) or material(s).

COMMON PHYSICAL DEMANDS:

The following is the listing of the usual range of physical abilities normally required for a variety of work activities in this vocational domain.

Common Requirements:

- Strength - light 0/; 10/30 lbs.
- Climbing - low to moderate
- Balancing - low to moderate
- Stooping - low to moderate
- Kneeling - low to moderate
- Crouching - low to moderate
- Crawling - low
- Reaching - low
- Handling - moderate to high
- Fingering - moderate to high
- Feeling - low

COMMUNICATION ABILITIES:**Expected Level:**

- Talking - high
- Hearing - high
- Tasting/Smelling - low

Communication in interpersonal interactions:

- identify or use appropriate non-verbal behavior in a variety of situations;
- identify or use appropriate language for informational purposes, such as describe, ask for information, state needs, command, agree, or disagree, ask permission, etc.;
- identify or use appropriate language to influence or persuade, such as caution, request, advise, persuade, negotiate, etc.;
- identify or use appropriate language in general social situations such as to greet, introduce, thank, apologize, compliment, express pleasure or regret, etc.;
- identify or use appropriate classroom behavior;
- clarify or request information;

Communication regarding personal information:

- respond appropriately to common personal information questions
- complete a personal information form
- interpret or write a personal note, invitation, or letter
- converse about daily and leisure activities and personal interests

VISION:**Expected Level:**

- Near Acuity - 20" or less - high
- Far Acuity - 20' or more - moderate
- Depth Perception - three dimensional - low to moderate
- Accommodation - focus adjustment - high
- Color Vision - moderate
- Field of Vision - vision range - low to moderate

TYPICAL ENVIRONMENTAL CONDITIONS:

The following is the listing of the usual range of work environment characteristics a worker is likely to encounter in a variety of work activities in this vocational domain.

Expected Occurrences:

- General Weather Conditions - low
- Cold - low
- Hot - low
- Wet/Humid Conditions - low
- Noise Levels - low to moderate
- Vibration - low
- Atmospheric Pressure Extremes - low
- Moving, Mechanical Parts - low
- Electrical Shock Hazard - low
- High, Exposed Places - low
- Radiation Hazard - low
- Explosives Hazard - low
- Toxic Caustic Chemicals Hazard - low
- Other Conditions - varied

SUMMARY OF SKILLS:

- Effectively utilize common workplace technology and systems (computer, fax, office equipment):
 - Uses computers to process information
 - Selects technology
 - Applies technology to task
 - Maintains and troubleshoots technology
- Effectively manage workplace resources (financial, informational and human resources):
 - Allocates money
 - Allocates material and facility resources
 - Allocates human resources
 - Acquires and evaluates information
 - Organizes and maintains information
- Identify or practice effective organizational and time management skills in accomplishing goals:
 - Allocates time
 - Personal quality: Responsibility
 - Personal quality: Self-management
- Identify or practice effective organizational and time management skills in accomplishing goals:
 - identify and prioritize personal, educational, and workplace goals

- demonstrate an organized approach to achieving goals, including identifying and prioritizing tasks and setting and following an effective schedule
- demonstrate personal responsibility and motivation in accomplishing goals
- establish, maintain, and utilize a physical system of organization, such as notebooks, files, calendars, folders, and checklists
- analyze a situation, statement, or process, identifying component elements and causal and part/whole relationships
- make comparisons, differentiating among, sorting, and classifying items, information, or ideas
- identify or make inferences through inductive and deductive reasoning to hypothesize, predict, conclude, and synthesize; distinguish fact from opinion, and determine what is mandatory and what is discretionary
- evaluate a situation, statement, or process, assembling information and providing evidence, making judgments, examining assumptions, and identifying contradictions generate ideas using divergent (brainstorming) and convergent (focus) approaches, and also through creative imagination
- identify factors involved in making decisions including considering goals, constraints, and consequences, and weighing alternatives

SPECIFIC OCCUPATIONS:

The work groups contained in this interest area are given below together with some common occupations in each work group:

ADMINISTRATIVE DETAIL:

Administrative Clerk/Secretary, Attendance Officer, Budget Clerk, Court Clerk, Insurance Clerk, Legal Secretary, Loan Counselor, Office Manager, Procurement Clerk, School Secretary, Title Examiner.

MATHEMATICAL DETAIL:

Accounting Clerk, Audit Clerk, Billing Typist, Bookkeeper, Claim Examiner, Collection Clerk, Payroll Clerk, Rater, Statistical Clerk, Teller, Timekeeper.

FINANCIAL DETAIL:

Auction Clerk, Cashier, Collector, Post-Office Clerk, Teller, Ticket Agent, Ticket Seller.

ORAL COMMUNICATIONS:

Central-Office Operator, Civil Service Clerk, Classified-Ad Clerk, Correspondence Clerk, Directory Assistance Operator, Dispatcher, Information Clerk, Loan Interviewer, Police Aide, Radio Officer, Receptionist, Reservations Agent.

RECORDS PROCESSING:

Assignment Clerk, Circulation Clerk, Control Clerk, Disbursement Clerk, Expediter, File Clerk, Mail Carrier, Mail Clerk, Mail Handler, Proofreader, Property Clerk, Stenographer, Tape Librarian, Transportation Agent.

CLERICAL MACHINE OPERATION:

Adding Machine Operator, Clerk-Typist, Computer Operator, Food Checker, Key punch Operator, Phototypesetter Operator, Transit Clerk, Typist.

CLERICAL HANDLING:

Addresser, Checker, Clerk (General), Collator, Deliverer, Distributing Clerk, Copy Messenger, Office Helper, Page, Routing Clerk, Sorter, Teacher Aide.

