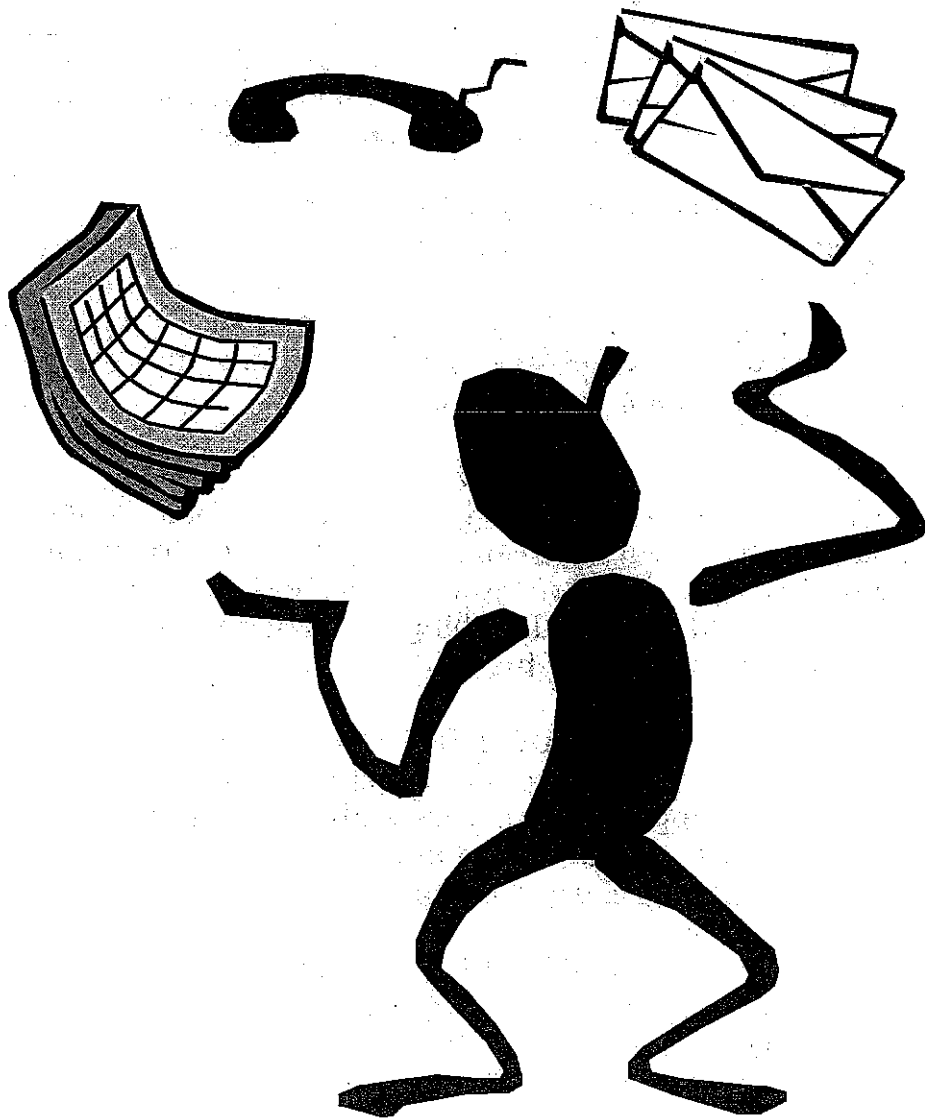


Skills and Abilities



Job Related Skills

The resume, application, and interview process will all need to reflect the skills you have gained through work experience, be it paid work, volunteer work, or even work skills developed and sharpened at home.

The following lists identify job related skills categorized by general occupations. The list provides a starting point for deciding the skills you will display on your resume, application, and verbalize during the interview process.

Take some time to read through the list and underline or highlight those skills which you possess. Write these skills on a separate sheet of paper to be used when completing the resume, the application, and as a reference when preparing for an interview.

MAINTENANCE/JANITORIAL SKILLS

Dusting, sweeping floors, washing floors, waxing, washing windows, cleaning rugs or carpets, cleaning bathrooms, buffing, polishing furniture, plumbing repairs, electrical repairs, window repairs, carpentry work, public relations, money handling, supervisory experience, using computers.

FACTORY/WAREHOUSE SKILLS

Soldering, assembly line work, operating machinery (such as grinder, lathe, drill press, milling machine), electrical wiring, stockroom work, unloading or loading, inventory, quality control, packing, filling orders, welding, box making, supervising others, parts clerk, keeping records, stocking shelves, directing procedures, forklift operations, using computers.

TRUCK DRIVER

Driving small trucks, driving diesel trucks, hooking and unhooking trailer from tractor, backing large truck into small openings, city driving, long haul driving, mechanical repairs, diesel repairs, loading and unloading, changing truck tires, keeping records, money handling, keeping on schedule, customer relations, supervisory experience, using computers.

MAINTENANCE REPAIR SKILLS

General repair skills, (list all areas of experience), service office machines, telephone, lawn mowers, appliances, mechanically inclined, customer service, customer relations, inventory, money handling, sales, public relations, keeping records, supervisory experience, using computers.

BOOKKEEPING SKILLS

Accounting, using calculators, using adding machines, accounts payable, accounts receivable, payroll, income tax, typing, billing, money handling, keeping records, supervisory experience, spreadsheets, using computers.

SECRETARIAL SKILLS

Receptionist, typing, filing, answering phone, stenography, typing from dictating machines, making appointments, running office machines, proof-reading, clerk, sorting and delivering mail, greeting clients, order processing, calling clients, directing clients, public speaking, keeping records, public relations, computer skills researcher, supervisory experience.

BEAUTICIAN

Hair cutting and styling, shampooing hair, giving permanents and body waves, cosmetics consulting, facials, manicures, scalp treatment, hair coloring, hair lightening, appointment scheduling, money handling, public relations, constant updating of skills, ordering supplies, record keeping, sales.

HOUSEHOLD SKILLS

Sewing, child care, making clothes, money management, budgeting, directing procedures, teaching, decorating, laundry skills, food preparation, counseling others, relating to other people, keeping records, public relations, formulating new ideas, ironing.

KITCHEN SKILLS

Preparing food, cooking food, washing dishes, washing pans, operating dishwasher, planning meals, inventory, ordering supplies, supervisory experience, stocking shelves, hiring, scheduling, directing procedures, budgeting.

CARPENTRY SKILLS

Sanding, house painting, cabinet building, ornamental woodwork, building additions, house framing, paneling, furniture making, sheet rocking, insulation installation, furniture refinishing, money handling, relating to other people, directing customers, sales, budgeting, supervisory experience.

COUNSELING SKILLS

Group counseling, individual counseling, teaching (adults and/or children, volunteer or paid), inter-agency work, interviewing, writing programs, supervising clients, directing procedures, scheduling, formulating new ideas, keeping records, public relations, researcher, public speaking, money handling, writing reports, crises work, supervisory experience.

GARDENING SKILLS

Lawn care, flower gardening, landscaping, tree trimming, farming skills, transporting trees, vegetable gardening, pruning trees, grafting, greenhouse work, sales, surveying, farm labor (list skills and machinery you can use), public relations, money handling, directing customers, supervisory experience.

GARAGE SKILLS

Pumping gas, car tune-up, customer relations, changing tires, auto body repair, minor auto repairs, other kinds of auto repairs, repairing and maintaining diesel engine vehicles, money handling, selling, truck driving, inventory, stocking shelves, directing customers, public relations, sales, keeping records, car driving, supervisory experience.

CONSTRUCTION SKILLS

Concrete work, electrical wiring, maintenance repairs, plumbing, heavy equipment operation, truck driving, brick laying, trenching, roofing, sheet-metal work, heating installation, refrigeration work, carpentry work, heavy labor, tools and machines you can use, money handling, public relations, directing customers, inventory, scheduling, supervisory experience, flagging.

RESTAURANT SKILLS

Cashier, waitress, waiter, bartender, busboy, directing customers, handling money, public relations, hostess/maitre d', dishwashing, budgeting, short order cook, main cook, cook's assistant, ordering supplies, inventory, hiring, supervisory experience, correctly filling orders, employee relations, customer relations, cash register experience.

SALES

Public relations, money handling, keeping records, greeting customers, customer service, ordering, processing, bookkeeping, directing customers, inventory, displaying samples, demonstrating products, writing reports, experience in the art of persuading, servicing goods, delivering goods, supervisory experience, cash register experience.

SALES CLERK

Greeting customers, keeping records, customer service, customer relations, employee relations, clerk, order processing, inventory, directing customers, sales, bookkeeping, money handling, ordering supplies, correctly filling orders, using office machines (list all that you can use), billing, typing, directing, procedures, supervisory experience, decorating store, inventory, stocking shelves.

THE TOP SKILLS EMPLOYERS WANT

- 1. Ability to learn**
- 2. Basic academic skills in reading, writing, and computation**
- 3. Good communication skills including listening and speaking**
- 4. Creative thinking and problem solving**
- 5. Self-esteem, motivation, and goal setting**
- 6. Personal and career development skills**
- 7. Interpersonal/negotiation skills and teamwork**
- 8. Organizational effectiveness and leadership**

Transferable Skills

These skills are general skills that can be useful in a variety of jobs. For example, writing clearly, good language skills, or the ability to organize and prioritize tasks would be desirable in many jobs. These are called transferable skills because they can be transferred from one job-or even career-to another.

Key Transferable Skills

- Meeting deadlines
- Planning
- Speaking in public
- Controlling budgets
- Supervising others
- Accepting responsibility
- Instructing others
- Solving problems
- Managing money or budgets
- Managing people
- Meeting the public
- Negotiating
- Organizing or managing projects
- Written communications

Dealing with data

- Analyze data or facts
- Investigate
- Audit records
- Keep financial records
- Budget
- Locate answers or information
- Calculate, compute
- Manage money
- Classify data
- Negotiate
- Compare, inspect, or record facts
- Count, observe, compile
- Research
- Detail-oriented
- Synthesize
- Evaluate
- Take inventory

Working with people

- Administer
- Patient
- Negotiate
- Persuade
- Confront others
- Teach
- Pleasant
- Counsel people
- Sensitive
- Demonstrate
- Sociable
- Tolerant
- Diplomatic
- Supervise
- Help others
- Tactful
- Insightful
- Interview others
- Instruct
- Listen
- Trust
- Understand
- Outgoing
- Kind

Using Word, Ideas

- Research
- Articulate
- Inventive
- Logical
- Ingenious
- Write clearly
- Design
- Develop/Create
- Edit
- Correspond with others
- Remember information
- Communicate verbally
- Create new ideas
- Speak in public

Leadership

- Arrange social functions
- Motivate people
- Competitive
- Negotiate agreements
- Decisive
- Plan
- Delegate
- Run meetings
- Direct others
- Self-controlled
- Explain things to others
- Self-motivated
- Get results
- Solve problems
- Mediate problems
- Take risks

Creative, Artistic

- Artistic
- Music appreciation
- Play instruments
- Perform, act
- Drawing, art
- Expressive
- Dance, body movement
- Present artistic ideas

Other Transferable Skills

- Using my hands, dealing with things
- Assemble or make things
- Build, observe, and inspect things
- Construct or repair buildings
- Operate tools and machinery
- Drive or operate vehicles
- Good with my hands
- Use complex equipment
- Endure long hours
- Follow directions
- File records
- Learn quickly

The following lists are preferred synonyms for words we all commonly use in describing our jobs. The use of stronger, more precise words tend to raise scores when Personnel Officers and Personnel Analysts review your job application and reclassification request.

SERVING

Assist
Usher
Attend
Wait upon
Supply
Provide

PERSUADING

Influence
Motivate
Convince
Promote
Solicit
Sell

SUPERVISING

Lead
Order
Appoint
Assign
Enforce
Rate

DIVERTING

Entertain
Humor
Interest
Amuse
Imitate

**EXCHANGING
INFORMATION**

Discuss
Interview
Question
Inform
Dictate
Answer
Describe
Indicate
Relay
Request
Meet
Greet
Communicate

COMPARING

Rank
Inspect
Distinguish
Contrast
Select
Choose
Classify
Grade
Index
Segregate
Sort
Match
Arrange

SYNTHESIZING

Devise
Compose
Invent
Discover
Hypothesize
Plan
Design
Solve
Calculate
Forecast
Interpret
Translate
Innovate

COMPILING

Measure
Time
Weigh
Calibrate
Collect
Accumulate
Inventory
Count
Observe
Listen
Smell

ANALYZING

Investigate
Research
Experiment
Study
Scrutinize
Examine
Audit
Scan
Evaluate
Verify
Appraise
Test
Report
Identify
Recommend
Summarize
Suggest
Document

INSTRUCTING

Teach
Lecture
Tutor
Explain
Instruct
Demonstrate
Train

COORDINATING

Direct
Manage
Implement
Control
Regulate
Authorize
Execute
Decide
Deliberate
Determine
Develop
Formulate
Organize
Marshal
Schedule
Initiate

NEGOTIATING

Mediate
Settle
Debate
Bargain
Reason
Confer

COPYING

Record
Post
Tabulate
List
Transpose
Quote

COMPUTING

Estimate
Plot
Figuring

CHECKLIST OF TRADITIONAL SKILLS GROUPING

Each grouping includes: things you can do, working conditions/roles, and things you know. Check the skills that apply to you.

MANAGEMENT SKILLS

Planning
Organizing
Scheduling
Assigning/Delegating
Directing
Hiring
Measuring production
Setting standards
Work under stress
Work with people
Travel frequently
Work as a team member
Personnel practices
Time management
Negotiating strategies

COMMUNICATION SKILLS

Reasoning
Organizing
Defining
Writing
Listening
Explaining
Interpreting ideas
Reading
Handle precise work
Work with committees
Public speaking
Correct English usage
Subject knowledge
Operate communications systems
Good sense of timing

RESEARCH SKILLS

Recognizing problems
Interviewing
Developing questions
Synthesizing
Writing
Diagnosing
Collecting data
Extrapolating
Reviewing
Work without direction
Work very long hours
Work on long-term projects
Statistics
Algebra
Research design

FINANCIAL SKILLS

Calculating
Projecting
Budgeting
Recognize problems
Solve problems
Finger dexterity
Able to concentrate
Handle detail work
Orderly thinking
Accounting procedures
Data processing
Operate business machines
Financial concepts
Investment principles

MANUAL SKILLS

Operating
Monitoring
Controlling
Setting-up
Driving
Cutting
Do precise machine work
Do heavy work
Work on assembly line
Work independently
Knowledge of tools
Safety rules
Basic plumbing
Basic mechanics
Electronic principles

SERVICE SKILLS

Counseling
Guiding
Leading
Listening
Coordinating
Work under stress
Respond to emergencies
Work under hazardous cond.
Work on weekends
Work night shifts
Knowledge of subject
Human behavior principles
Agencies' policies

CLERICAL SKILLS

Examining
Evaluating
Filing
Developing methods
Improving
Recording
Recommending
Work as team member
Work in office
Follow directions
Do routing office work
Basic Clerical skills
Bookkeeping
Data-entry operations
Telephone protocol

TECHNICAL SKILLS

Financing
Evaluating data
Calculating
Adjusting controls
Aligning fixture
Following specifications
Observing indicators
Verifying
Drafting
Designing
Work in an office/outdoors
Work in small studios
Odd hours
Economics
Investigation principles
Balancing principles

PUBLIC RELATIONS

Planning
Conducting
Maintaining favorable image
Informing the public
Consulting
Researching
Representing
Work with people
Work under stress
Work very long hours
Work odd hours
Negotiating principles
Human relations
Writing news releases
Media process

AGRICULTURAL SKILLS

Diagnosing malfunctions
Repairing engines
Maintaining machinery
Packing
Replacing defective parts
Wood working
Constructing buildings
Hitching
Work outdoors
Work in varied climate
Manual work
Do heavy work
Operating basic machinery
Safety rules
Welding
Horticultural procedures

SELLING SKILLS

Contacting
Persuading
Reviewing products
Inspecting products
Determining value
Promoting sales
Work outdoors/indoors
Work with people
Informing buyers
Work under stress
Work long hours
Knowledge of products
Human relations
Financing
Budgeting

MAINTENANCE SKILLS

Repairing equipment
Maintaining equipment
Operating tools
Dismantling
Removing parts
Adjusting functional parts
Lubricating/cleaning parts
Purchasing/ordering parts
Climbing
Work indoors/outdoors
Lift heavy equipment
Work as team member
Basic mechanics
Electrical principles
Plumbing principles

These are just a few of the skills normally associated with each of these categories. When you go over your own list of skills, group them into these categories as well as you can, but do not hesitate to put one skill into several categories. The test you should use is whether the skill you are grouping is mainly a FINANCIAL, MANUAL, SERVICE, MANAGEMENT, COMMUNICATIONS, or RESEARCH skill.

12 TRAITS EMPLOYERS LOOK FOR

1. **ABILITY TO COMMUNICATE**: You need to get your thoughts across simply and precisely using good English. The employer and co-workers need to understand what you are saying.
2. **INTELLIGENCE**: Will you be able to understand the work at hand and will you be able to function as a productive employee? You do not have to be brilliant. Companies just want to know you are intelligent enough to do the job.
3. **SELF-CONFIDENCE**: You will have to demonstrate a sense of maturity proving you can handle all kinds of situations well.
4. **WILLINGNESS TO ACCEPT RESPONSIBILITY**: Companies want people with leadership capabilities. Leaders are hard to find.
5. **INITIATIVE**: Do you wait to be told things or do you initiate things by yourself? If you fall into the latter category, you will be viewed as a corporate asset.
6. **LEADERSHIP**: Can you guide and direct others?
7. **ENERGY LEVEL**: If your energy level dies at 5 o'clock, companies may not be pleased, but if you are the type of person who will put in whatever time it takes to get a job done, you are an ideal candidate.
8. **IMAGINATION**: Can you see new and inventive solutions to problems?
9. **FLEXIBILITY**: Can you adapt and adjust to changing situations?
10. **INTERPERSONAL SKILLS**: Can you bring out the best in others?
11. **SELF-KNOWLEDGE**: Can you assess your skills, strong points, weak points, and see yourself as others see you?
12. **ABILITY TO HANDLE CONFLICT**: Can you handle stressful, tense situations and make them come out right?

Self-management and Adaptive Skills/Personality Traits

You probably take for granted the many skills you use every day to survive and get along. These skills are adaptive or self-management skills because they allow you to adapt or adjust to a variety of situations. Some of them could be considered part of your basic personality. Such skills that are valued by employers include getting to work on time, honesty, enthusiasm, and getting along with others.

The minimum

- Good attendance
- Honest
- Arrive on time
- Follow instructions
- Meet deadlines
- Get along with supervisor
- Get along with co-workers
- Hard-working, productive

Other adaptive skills

- Able to coordinate
- Friendly
- Ambitious
- Good natured
- Assertive
- Helpful
- Capable
- Humble
- Cheerful
- Imaginative
- Competent
- Motivated
- Industrious
- Conscientious
- Thrifty
- Creative
- Intelligent
- Dependable
- Intuitive
- Discreet
- Learn quickly
- Eager
- Loyal
- Efficient
- Mature
- Energetic
- Methodical
- Enthusiastic
- Modest
- Resourceful
- Natural
- Formal
- Open-minded
- Optimistic
- Sincere
- Original
- Solve problems
- Patient
- Spontaneous
- Persistent
- Steady
- Physically strong
- Tactful
- Practice new skills
- Take pride in work
- Reliable
- Tenacious
- Flexible
- Responsible
- Trustworthy
- Self-confident
- Versatile
- Sense of humor
- Well-organized

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