

Associate Government Program Analyst

Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results

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| 1 | Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise, and error-free. |
| 2 | Ability to communicate information clearly and concisely, in writing, to audiences with varying levels of understanding. |
| 3 | Ability to evaluate written materials to make recommendations for action based upon the documented data and information. |
| 4 | Ability to develop procedures and processes related to programs. |
| 5 | Ability to review and edit written materials for proper content, format, grammar, punctuation, and sentence structure. |
| 6 | Ability to write reports, policies, and procedures using proper grammar, punctuation, and sentence structure. |
| 7 | Knowledge of data collection techniques to ensure the accurate collection of data for research and tracking activities. |
| 8 | Ability to conduct research of various written and electronic materials to compile information and data. |
| 9 | Ability to conduct research from various verbal/oral sources such as interviews, classes, lectures, etc. to compile information and data. |
| 10 | Ability to identify required data needed to perform work tasks, address issues, evaluate program effectiveness, and/or serve as a basis for program/project-specific decisions. |
| 11 | Ability to interpret data obtained through formal data gathering techniques, such as surveys, questionnaires, and interviews. |
| 12 | Ability to perform arithmetic computations (such as addition, subtraction, multiplication, division, ratios, decimals, and percentages). |
| 13 | Ability to present numerical data in a clear and logical format (such as tables, bar charts, pie charts, and graphs). |
| 14 | Ability to exercise sound judgment when making decisions in accordance with program or work unit goals and objectives. |
| 15 | Ability to extract specific, relevant data and information from a larger body of material. |
| 16 | Ability to read and comprehend various technical documents such as policies, procedures, standards, regulations, technical reports, and contracts. |
| 17 | Ability to read and interpret charts and graphs (such as bar charts, pie charts, and line graphs) to determine meaning/impact of data presented to assigned program and/or projects. |

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| 18 | Ability to reconcile discrepancies in data and information pertaining to program/project activities (such as time code charges, expenditures, and staff resource allocations). |
| 19 | Ability to identify, analyze, and evaluate situations or problems to determine and implement appropriate courses of action. |
| 20 | Ability to apply information gathered through research and/or training to current assignments or projects. |
| 21 | Ability to analyze and evaluate the impact and effectiveness of programs, policies, and/or procedures. |
| 22 | Ability to develop detailed and specific procedures and processes outlining the steps to follow in completing departmental, program and/or project tasks. |
| 23 | Ability to identify information, materials, and resources needed to complete a project or assignment. |
| 24 | Ability to introduce change in a positive manner to generate support for the change and minimize the perceived impact on others. |
| 25 | Ability to prioritize and schedule the work to be completed by a work team or project task force. |
| 26 | Ability to establish project schedules and milestones to complete projects and assignments within desired timelines. |
| 27 | Ability to work on multiple tasks or parts of tasks simultaneously to ensure timely completion of projects and other work activities. |
| 28 | Ability to work independently on projects or assignments without close supervision or detailed instructions. |
| 29 | Ability to use a personal computer to input data, access information, and/or create materials and documents using a variety of software applications. |
| 30 | Ability to use electronic mail software to communicate with diverse audiences on matters related to various project and program issues. |
| 31 | Ability to use database software to input, organize, track, and retrieve data. |
| 32 | Ability to use spreadsheet software to compile, compute, organize, and present tables, graphs, and charts for use in reports and other tracking activities. |
| 33 | Ability to use the internet to conduct on-line research and obtain information related to departmental policies, procedures, and resources to complete program or project activities. |
| 34 | Ability to use word processing software to prepare reports, memos, correspondence, and other job-related documents and materials. |
| 35 | Ability to use and operate a variety of basic office equipment (including copiers, calculators, telephones, and fax machines) in the course of completing assigned work tasks. |

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| 36 | Ability to establish and maintain cooperative working relationships with management, staff, and internal and external stakeholders. |
| 37 | Ability to facilitate meetings and discussions in a manner that ensures that the meeting and discussion stays focused on the intended topic and encourages active participation by all attendees. |
| 38 | Ability to persuade or influence others through the verbal explanation of issues and data. |
| 39 | Ability to negotiate and compromise when resolving issues involving differing opinions and viewpoints. |
| 40 | Ability to use tact and diplomacy when dealing with the needs, problems, and/or concerns of other departmental staff, outside agency personnel, and/or the public. |
| 41 | Ability to clearly communicate ideas and information orally to public and private entities. |
| 42 | Ability to function as a liaison on behalf of assigned program or project in interacting with management, staff, internal and external stakeholders to provide program specific information, answer questions, and address issues/problems raised. |
| 43 | Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions, which may impact pre-established timelines and courses of action for completing projects and assignments. |
| 44 | Ability to maintain the confidentiality of sensitive and confidential information obtained through the course of completing assignments (such as social security numbers, employees and/or recipient's home addresses, employee and/or recipient health information, disciplinary information/issues, workers compensation, and personnel-related issues, etc.). |
| 45 | Ability to provide one-on-one training to facilitate the transfer of specific knowledge and/or skills. |