

## FSC Core Skill and Competency Definitions/Entry Level and Professional Positions

Core Skills & Competencies	Definition
Adaptability	Handles day-to-day work challenges confidently; is willing and able to adjust to multiple and changing work demands; copes with situations involving stress, pressure and increasing rates of change.
Analytical Skills/Problem Solving	Analyzes situations and problems systematically and develops timely practical solutions.
Attention to Detail	Demonstrates a concern for maintaining a high level of accuracy by checking and rechecking his/her work. Consistently develops systems and procedures for ensuring accuracy.
Basic Math Skills/Math Aptitude	Demonstrates basic numeric reasoning ability. Able to compute numbers; quickly spot errors and research causes of imbalances.
Advanced Math Skills/Math Aptitude	Demonstrates a proven aptitude for numbers and mathematics; high degree of numeric reasoning ability. Able to compute large sets of numbers; quickly spot errors and research causes of imbalances.
Cash Handling	Demonstrates the ability to collect, deposit and reconcile cash and coin; process a variety of cash transactions with minimal error.
Interpersonal Communications	Relates well to all kinds of people, up, down, sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact.
Oral Communications	Is able to speak clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.
Written Communication Skills	Is able to write clearly and succinctly; can get messages across that have the desired effect.
Computer Programming Languages	Ability to understand, analyze and write various computer programs.
Customer Service Orientation	Demonstrates a strong willingness to exceed the customer's expectations while maintaining efficiency and accuracy. Shows empathy and understanding of customers and takes responsibility for the customers' situation to ensure their problems get solved: follows up customer contacts and complaints; gains trust and respect of customers.
Data Entry Skills - Key Board – Alpha Numeric - Numerical Data Entry (10-key adding machine, calculator)	Demonstrated ability to input data using PC/keyboard/typing functions, alphanumeric and/or numeric based equipment, with minimal error.
Environment - the ability to work in a high pace, deadline oriented environment	Demonstrates the ability to work at a fast pace, meeting frequent deadlines in a timely manner.
Judgment/ Decision Making	Ability to evaluate data and options for action and to reach sound conclusions. Willingness to make decisions, render judgments and take action; decisive.
Knowledge/technical expertise of specific industry (e.g. Health Insurance, financial services, Retail Banking, investment & trust)	Knows the details of the business and understands all factors that impact the business; has the functional and technical knowledge and skills to do the job at a high level of accomplishment.
Leadership/Management	Ability to develop teamwork and optimize the use of resources to achieve team or organizational objectives. Leads by persuasion and example.
Multi-tasking	Demonstrates the ability to handle two or more tasks efficiently.
Organizational Skills	Effectively schedules work in a systematic way to accomplish a variety of tasks. Finds ways to do tasks faster and in a more efficient way. Arranges information and files in a useful manner.

Basic PC Skills/PC literate	Demonstrates a working knowledge and understanding of windows based computer software applications, such as word processing, e-mail communications, etc.
Advanced PC Skills	Demonstrates an advanced level of working knowledge and understanding of more complex windows based computer software applications and data base management.
Spreadsheet Applications	Demonstrates a working knowledge and understanding of windows based spreadsheet software, such as Excel, Lotus Spreadsheet, etc.
Presentation Skills	Is effective in a variety of formal and informal presentation settings: one-on-one, small and large groups, with peers, direct reports, and bosses; is effective both inside and outside the organization; commands attention and can manage group process during the presentation; can change tactics midstream when something isn't working.
Project Management	Plans, tracks, manages and reports the implementation of programs and projects, including associated resources, using established project management tools, techniques and/or software.
Relationship Management Skills	Initiates or pursues professional relationships with associates/customers at work, with community organizations and associations.
Results Oriented	Demonstrates a bias for taking action. Acts directly and assertively, seeing and seizing opportunities to increase sales and improve services. Continually meets and frequently exceeds established goals by maintaining a sustained personal effort and by encouraging efforts of others.
Risk Analysis	Demonstrated effectiveness in identifying business risk, seeking relevant data, recognizing important information, and analyzing impact and possible consequences.
Sales/Referrals	Demonstrates an interest in selling products or services to meet customer's needs. Recognizes cross sell opportunities and effectively refers customers to other areas within the organization.
Sales & Service	Ability to develop sales and marketing plans; demonstrates knowledge and understanding of the competition, advertising strategy, customer profiling, meeting customer expectations, competitive analysis and how to sell.
Operate Standard Office Equipment	Uses standard office equipment, such as, telephone, typewriter, fax machine, copier, etc., effectively and efficiently to perform routine office tasks.
Team Work/Team Orientation	Willingness to participate as a member of a team. Effective contributor even when the team is working on something of no direct personal interest. Cooperates with others and builds collaborative relationships with coworkers in order to achieve common objectives.
Time Management	Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on more important priorities; gets more done in less time than others; can attend to a broader range of activities.
Work Independently	Prioritizes and schedules personal work activities to efficiently manage time and accomplish multiple tasks simultaneously; is self motivated and assumes responsibilities for work and work products.