

# DACUM Research Chart for Office Professional - Business

Produced for:

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## General Knowledge, Skills & Abilities

Able to maintain filing system	Flexibility (things change day-to-day)	School Software Systems
Accounting	Good Phone/communication skills	Supervisor skills
Basic Math	Google Drive & Apps	Telephone skills
Basic project management	Grammar	Ten-key (data entry)
Basic understanding of databases	Internet research, census data, downloads, exports	Word Processing
Be able to operate a variety of office machines	Keyboarding	Word, formatting, tables, headers & footers, images, numbering
Be able to prepare memos and take minutes	Math, percentages	Word/Excel/PowerPoint/Adobe (variety of computer skills)
Communication skills	Microsoft Publisher	Writing skills
Computer skills	MS Office suite	Workflow Software
Customer service skills	Office management	Awareness of Legalities
Editing/Proofreading	Office politics	Rules, Regulations, Standards
Email	Organizational skills	
Excel, formulas, links, basic database	Phones, public inquiries, research topics, warm hand off	
Filing rules and security	Power Point	
Finance and basic accounting	Professional	
	Proper English/grammar	

## Tools, Equipment, Materials and Supplies

Broad-based knowledge required	10-key calculator	PC
Increased technology (not always most current in the job)	Adobe Pro	Phones
Lack of professional development	Audio visual equipment	Postage machine
Mobile technology	Calculator	Printer
New and changing software	Computer/Laptop	Projector, with laptop
Outsourcing (web work)	Conference Phone System	Remote/clicker for presenting
Positions will be reorganized as technology increases	Copier	Scanner
Project Management	County Assessor Site/Mapping	Shredder
Remote work, access to the job site	Digital Camera	Social Media Sites
Social media	E-fax	Staplers (electronic, manual, large scale)
Technology advancement	Fax Machine	Switchboard phone
Telecommuting	Folding Machine	Telephone equipment with voice mail
Virtual workers	Google Docs	Telephone/answering machine
Web cameras	Google Earth	Typewriter
Working from home (off-site)	Keyboard	USB drive
	Laptop/ipad/chrome book	
	Microsoft Office	
	Mobile devices (tablet, smartphone)	

## Future Trends and Concerns

**Worker Behaviors or Attributes**

- Ability to work well with all levels of management
- Able to handle a variety of projects at the same time
- Accurate
- Ask for confirmation
- Acknowledge understanding of the task.
- Attitude
- Be ethical
- Be friendly and possess a good attitude
- Be professional at all times, you are representing your boss and your company at all times
- Conflict management
- Creative
- Critical thinking
- Dependable
- Detail oriented
- Excellent communication
- Flexible
- Fun, good attitude
- Good listener
- Honest
- Must be timely and dependable
- Organized
- Politically sensitive
- Polite when confronted (public calls)
- Professional
- Provide input in meetings
- Punctual
- Reliable
- Resourceful. Take the next step
- Respectful
- Responsible
- Self-motivated
- Sensitivity to Confidential Information
- Strong Communication
- Take direction
- Time management
- Trustworthy
- Use appropriate language at all times
- Work in a team setting or individually
- Work independently

**Acronyms**

- AAA - Area Agency on Aging
- AAR - After Action Review
- CAP - Certified Administrative Professional
- CB - Continuing Education
- CBO - Chief Executive Officer
- CMP - Certified Meeting Planner
- COI - Conflict of Interest
- DHHS - Dept. of Health and Human Services
- DOC - Word document file extension
- DPA - Direct Purchase Authorization
- ERD - Expense Reimbursement Document
- FAQ - Frequently asked questions
- FY - Fiscal Year
- FYI - For Your Information
- ISP - Internet Service Provider
- IT - Information Technology
- MB - Megabyte
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- MB - Megabyte
- MOS - Microsoft Office Certification
- NMD - Need More Direction
- PDF - Portable Document Format
- Ph.D. - Doctor of Philosophy Degree
- PIO - Public Information Officer
- PO - Purchasing Order
- PYR - Per Your Request
- RFI - Request for Information
- RFP - Request for Proposals
- SOP - Standard Operating Procedure
- SUA - State Unit on Aging
- T&C - Terms and Conditions
- URL - Uniform Resource Locator
- USB - Universal Serial Bus
- WAN - Wide area network
- We don't use acronyms
- XLS - Excel document file extension





