**General Knowledge, Skills & Abilities**

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

**Future Trends and Concerns**

- Broad-based knowledge required
- Increased technology (not always most current in the job)
- Lack of professional development
- Mobile technology
- New and changing software
- Outsourcing (web work)
- Positions will be reorganized as technology increases
- Project Management
- Remote work, access to the job site
- Social media
- Technology advancement
- Telecommuting
- Virtual workers
- Web cameras
- Working from home (off-site)

**Tools, Equipment, Materials and Supplies**

- 10-key calculator
- Adobe Pro
- Audio visual equipment
- Calculator
- Computer/Laptop
- Conference Phone System
- Copier
- County Assessor Site/Mapping
- Digital Camera
- E-mail
- Fax Machine
- Folding Machine
- Google Docs
- Google Earth
- Keyboard
- Laptop/tablet/chrome book
- Microsoft Office
- Mobile devices (tablet, smartphone)
- PC
- Phones
- Postage machine
- Printer
- Projector, with laptop
- Remote/clicker for presenting
- Scanner
- Stor/der
- Social Media Sites
- Staplers (electronic, manual, large scale)
- Switchboard phone
- Telephone equipment with voice mail
- Telephone/answering machine
- Typewriter
- USB drive

**DACUM Research Chart for Office Professional - Business**

**Produced for:**

**DACUM Panel**

Stacy Belina
Career Academy

Jennifer Rupprecht
Southeast Community College

Cynthia Brammeier
NE State Unit on Aging

Cassie Kruse
Southeast Community College

Danielle Fairbanks
Beatrice Public Schools

Barbara Weathers
IAAP

Sheena Larsen
Ngage

LoraSypal
NE Dept of Education

**DACUM Facilitators**

Erin May
Cheryl Parks
Marguerite Himmelberg

**Beatrice, NE**
**Lincoln, NE**
**Milford, NE**

**www.southeast.edu**

March 9, 2016
# DACUM Research Chart Office Professional - Business

<table>
<thead>
<tr>
<th>Duties</th>
<th>TASKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>CREATE DOCUMENTS, (e.g. publications, newsletters, flyers)</td>
<td>A1 Determine Audience and Purpose</td>
</tr>
<tr>
<td>MANAGE VIRTUAL COMMUNICATION, (e.g. external - internal)</td>
<td>B1 Develop Content</td>
</tr>
<tr>
<td>COORDINATE EVENTS</td>
<td>C1 Determine Event Logistics, (e.g. location, type, date, budget)</td>
</tr>
<tr>
<td>PROVIDE CLERICAL SUPPORT</td>
<td>D1 Manage Phone Calls, (e.g. phone, internal &amp; external)</td>
</tr>
<tr>
<td>MANAGE FINANCIALS</td>
<td>E1 Manage Budgets</td>
</tr>
<tr>
<td>MAINTAIN PROFESSIONAL DEVELOPMENT</td>
<td>F1 Create Professional Plan</td>
</tr>
</tbody>
</table>