Business Operations Associate Competencies

Required Competencies
Customer Service/ Service Orientation *Understands principles and process for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and keeping customers informed.*
Process Analysis and Application *Understands the process required for a specific work tasks, determines if and how the process is working, how changes in conditions, operations, and the environment will affect outcomes.*
Business Communication *Tells a story in a compelling way. Develops arguments to persuade someone to their side. Influences.*
Data Literacy *Read, aggregate, distills, and disseminate internal and external data in structured formats for use in assigned tasks.*
Data Analysis *Analyzes and processes complex data for core business operations. Identifies the underlying principles, reasons, and facts of data sets. Breaks down information or data into separate parts.*
Data Communication *Creates and distributes reports, dashboards, visualizations, and presentations to communicate business performance.*
Business Systems Analysis *Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes*
Interpersonal Communication *Discovers information that isn't publicly available, shifts another person's perspective, and makes convincing presentations.*