



## 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.*