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.