- Accounting and Bookkeeping
  - Create a new outgoing invoice in your bookkeeping software. Separate each service and/or product in a separate line, and identify the unit price, quantity, and total price for each line. Include the client's name, address, and other contact information needed to ensure that the invoice is sent to the correct person.
  - Using your bookkeeping software, post a new journal entry into the general ledger.
  - Perform an internal audit of accounting statements, ensuring accurate billing to specific department codes and balancing budgets.
  - Describe the Generally Accepted Accounting Principles (GAAP) standards and how they are applied in your organization.
  - Prepare a bank deposit. Execute the deposit and properly file the deposit documentation and receipt according to company policy.
  - Reconcile a bank statements and file all proper documentation according to company policy.
  - Use bookkeeping software to generate an Income Statement, Balance Sheet, Statement of Cash Flows, and Statement of Retained Earnings.

- Human Resources
  - Generate a job description for an open position with the input of the position supervisor and all other relevant staff.
  - Post a job opening to various job sites in accordance with company policy and internal best practices.
  - Review applications and resumes for interested candidates and select appropriate candidates for interview based on company hiring policy and the position's minimum qualifications.
  - Develop interview questions and scoring matrix based on company hiring policy, incorporating input from the position supervisor and other relevant staff.
  - Interview candidates using defined interview questions. Document all results in the scoring matrix and file according to company policy.
  - List all required personnel documents to be completed upon hiring of new employees, in accordance with company and government policy.
  - Obtain completed and signed personnel documents from all new hires and file them according to company and government policy.
  - Demonstrate understanding of workplace safety requirements established by national and state governments. Pursue work policies that satisfy or exceed OSHA standards.
  - Identify internal training needs for current and future employees and coordinate internal and external training accordingly.
  - Build positive employee relationships, allowing for employees to feel comfortable approaching you regarding personal matters.
  - Enroll a new employee in payroll software and process enrollment in company benefits.
  - Update employee payroll settings including direct deposit settings, salary amounts, and personal information.
  - Maintain records of paid time off allocations and hours used.
  - Prepare and administer personnel reviews for staff. Document all results and file in accordance with company policy.
  - Generate and publish employee work schedules in accordance with company policy and ensuring that the office is properly staffed based on company policy and experience with customer and work

volume.

- Events and Travel Coordination
  - Coordinate an internal meeting, including selection of a date based on participant availability, sending meeting invites, confirming RSVP count, booking a room, and ordering refreshments (if necessary) in accordance with company policy and budget.
  - Coordinate a meeting with partners from external organizations, including selection of a date based on participant availability, sending meeting invites, confirming RSVP count, booking a room, and ordering refreshments (if necessary) in accordance with company policy and budget.
  - Compose professional, concise, and detailed meeting notices and invites, including time, date, location, meeting purpose and agenda, and driving and parking directions (if necessary).
  - Supervise or maintain knowledge of all daily office activities, and ensure adherence to quality standards, deadlines, and relevant company policy.
  - For a given conference or out-of-town event, obtain approval for given staff to attend in accordance with company policy (e.g. utilizing travel forms, obtaining travel quotes, etc.).
  - For a given conference or out-of-town event, book travel and hotel arrangements (flight, car rental, train, hotel, etc.) in accordance with company policy. Ensure that the price of travel is consistent with typical median prices by obtaining several quotes, adjusting travel dates and times, etc.

- Microsoft Office 365
  - Outlook
    - Log into Microsoft Outlook.
    - Develop a tiered file structure to store emails organized by intuitive topics.
    - Create an event in Outlook Calendar, add a location, conference call information, and invitees to the event.
    - Modify an existing event to update the location, and send an update to meeting attendees.
    - Share your Outlook Calendar with a colleague, choosing the appropriate privacy level.
    - Add a colleague's calendar to your Outlook Calendar once they have shared it with you.
    - Create a new contact.
    - Search for an existing contact, edit and save the contact record.
    - Create and apply a personalized signature for email. Set the signature to apply to all outgoing emails.
  - Word
    - Open an existing word document from a flash drive, perform appearance edits, and print the document, given required Font size, margin size, and page orientation.
    - Open an existing document from email and demonstrate the ability to edit the document to match a paper copy of the desired output. The required editing functions include: Font Size & styles, Bolding, Underlining, Italicizing, Highlighting, Text Color, Alignment and Centering, Indents, Spacing modifications, Cut, Copy, and Paste, Find and Replace
    - Open a given document and correct it using the grammar and spell-checking functions. Change highlighted words to their synonyms using the Thesaurus function.
    - Open a document to review the document for grammatical and data checks. Turn on the track changes feature and add comments to suggest changes.
    - Open a document and insert a picture from another location on the computer.
    - Construct a table of 5 columns and 3 rows and apply borders to the entire table. Format the table to have a header row.

- o Excel
  - Given a set of data, create a table, and sort it by alphabetical order of the first column.
  - Insert shapes on a document to create functional diagrams (given a hand-sketched drawing).
  - Create a reference to a cell from another sheet.
  - Repair a broken "link," resulting from moving a referenced cell's location.
  - Given a spreadsheet containing raw data, create a table to display it, and calculate and display a set of summary statistics using average, add, subtract, multiplication, and division functions.
  - Given a set of raw data, utilize the following cell formatting functions to create a visually attractive table: cell alignment, borders, cell color, text formatting, wrap text, titles, headers, and footers.
  - Given a spreadsheet containing some text, format the cells and set the print area to fit on one page, use page set-up to center the content on the page, and save it as a print-ready PDF.
  - Given a set of raw data, summarize it using a table, then create a chart to display the data, paying attention to select the chart type that best fits the data.
  - Given a spreadsheet of raw data, construct a summary sheet on a new tab by using filters and sorting.
- o PowerPoint
  - Given a sample presentation, edit for grammar and spelling, display the presentation in full screen.
  - Given a presentation, change the slide size and orientation to suit Letter-sized paper in portrait orientation.
  - Open a new presentation and save it. Apply a new theme and color set. Import a table or picture from another file.
  - Given a presentation containing notes, save a PDF of the presentation where each slide is displayed next to its notes.
- o Adobe Acrobat
  - Open a PDF file and print it. If it is a non-standard size, scale it to fit on letter sized paper.
  - Open an existing PDF file and save it under a new name in an new location.
  - Export a PDF to a JPEG file.
  - Given two PDFs with the same cover page, merge the two PDFs into one document, removing the second cover page.
  - Open a PDF, and replace an image in the document with a new image.
- o Internet
  - Given a specific topic, search the internet for three reputable studies on the topic. Download and save the studies as PDFs.
  - Given three studies on a given topic, determine if they are reputable and identify the sources of information cited in each.
  - Given five websites with information on a defined technical subject area, rank them in order of validity (from most reliable to least reliable).
  - Disable an add-on from your browser.
  - Add a new bookmark to the bookmarks bar.
  - Post a job opportunity on a given online job board to attract potential candidates.
- o Operating Systems

- Given a printer model, add it to the computer's available "Printers and Scanners".
- Use Windows Explorer to find a file. Copy it and paste it in a new location.
- Use Windows Explorer to find a folder. Rename it and move it to a different location.
- Create a new folder and move it inside of another folder.
- Change the password to log into the computer.
- Create a file backup using a cloud-based file storage service.

Project Management
- Develop personal work goals, and implement processes to prioritize, organize, and exceed goals.
- Manage time effectively to complete all tasks in accordance with company timelines.
- Create and maintain a project plan, including milestones, start and end dates, responsibilities, and dependencies.
- Create project dashboard reports to summarize project status, including data, tables, charts, and narrative elements as appropriate.
- Identify issues and escalate them to the appropriate individuals in accordance with company policy and project roles.

Effective Presentation Techniques
- Develop presentations and other materials related to programs using presentation templates. Ensure that proper grammar and spelling are used.
- Effectively present various audiences with information.