

## Identifying Skills Case Studies

### A) Secretarial/Clerical

Helen has 15 years of experience in a job with diverse tasks. She is skilled at answering multi-line phone systems, greeting customers, typing correspondence, and transcribing in minutes using the latest computer system for correspondence and databases. She also keeps electronic appointment books for three people, prepares materials for meetings, arranges meeting times and locations with outside vendors, orders office supplies, and makes travel plans.

### B) Material Handler/Laborer

Joseph is a worker who uses his physical strength all day to move heavy objects. In his job he needs to detect product problems by visual inspection. He fixes these problems using hand and power tools; it is important that he is punctual, follows safety procedures and, meets production levels.

### C) Information Technology Professional

Edward is a programmer with more than 10 years of experience in both coding and design of programs. His work tasks include writing memos and attending meetings with other staff to coordinate design to assure that the programs will meet specifications. He also needs to understand the purpose for which the program is being written (business, scientific, etc.).

### D) Retail Salesperson

Joan worked for 10 years as a cashier in one organization achieving a high salary for her skills. She has knowledge of many functions of the retail business having floated between several departments over the years. Joan's coworkers often praise her for her ability to step in during tense situations and calm people down.

### E) Electro-Mechanical Technician

Jane has 15 + years of experience with electro-mechanical related projects. Although she has some college credits, she has an aptitude for the field, learning most of her skills on the job. Starting with basic assembly work, she quickly moved to quality control and then production control. She enjoyed the opportunity to participate in design discussions. Some of her tasks included: electro-mechanical debug and repair, equipment set-up using manuals and written procedures, and monitoring the flow of products using menu-driven and computer-driven test systems. She learned how to read schematics and mechanical assembly drawings and trained semi-skilled workers in technical procedures. She also had the opportunity to supervise workers for two years.