

Case Study Answer Key

Title	Skills	Other Potential Targets
Secretarial/Clerical	<ul style="list-style-type: none"> • Communication • Customer service • Interview for information- active listening • Organizational Skills • Manage multiple projects • Detail Oriented • Monitor phone and projects • Coordination • Social Perceptiveness • Problem identification • Information gathering • Planning • Prioritize tasks • Time management • Negotiation (meeting planning) 	<ul style="list-style-type: none"> • Conference planning • Manage events • Secretary in another organization • Data management • Purchasing • Production control • Manage schedules for repair/service calls • Customer service • Intake worker in human service or medial field • Civil service jobs • Insurance processing
Material Handler/Laborer	<ul style="list-style-type: none"> • Physical strength • Good eye for size and accuracy of detail • Knowledge of how to use hand and power tools for repair • Understanding of how materials are assembled • Ability to plan when storing materials or loading truck • Knowledge of how to work safely 	<ul style="list-style-type: none"> • Assistant carpenter • Delivery van (non CDL) • Stocking with building supplies • Shipping and receiving • Post office jobs • Delivery of appliances and furniture • Moving and storage • Assembly of products such as bikes, barbecues, furniture, etc.
Information Technology Professional	<ul style="list-style-type: none"> • Accuracy with details • Ability to plan projects • Organize large amounts of information • High level math ability • Problem solving • Convey complex ideas to others • Critical thinking • Monitoring work flow • Coordination with work of others • Ability to work individually and with a team • Problem identification • Information gathering • Synthesis and reorganization • Idea generation and evaluation • Implementation planning • Solution appraisal • Testing of program • Operation monitoring • Ability to learn and use new information quickly • Judgment and decision making 	<ul style="list-style-type: none"> • Data base management • Math instruction • Organizations that write educational programs • Technical writing • Website design and modification • Customer service: troubleshooting computer programs

Title	Skills	Other Potential Targets
Retail Salesperson	<ul style="list-style-type: none"> • Customer service • Mediation-calming angry people down • Ability to keep situation from escalating • Product, store, and procedure knowledge • Accuracy and ability to learn new information, e.g. knows sales and promotions • Ability to be cheerful despite long hours and difficult people • Interviewing for information to assess each person's shopping needs • Relaying information to others • Follow procedures for standard and unusual incidents • Social perceptiveness-being aware of others reactions and adjusting accordingly • Follow planogram to stock shelves • Ability to use computerized cash register 	<ul style="list-style-type: none"> • Phone rooms-taking orders • Customer service • Insurance processing companies • Receptionist • Banking • Finance company-processing information
Electro-Mechanical Technician	<ul style="list-style-type: none"> • Understanding of basic electrical/electronic theory and ability to apply principles • Ability to train staff with varying levels of ability in technical topics • Manual dexterity • Analyze needs and requirements • Use organizational skills for paperwork • Manage own time and other's time • Isolate and detect process errors • Troubleshoot using electronic equipment • Ability to set up equipment from manual following directions • Observational skills • Ability to monitor, process, and respond to errors 	<ul style="list-style-type: none"> • Retail electronics- informational sales • Parts distribution center • Bench work for appliance repair • Copy/fax repair • Audio/visual equipment repair • Installation of computer network hardware • Installation of alarm systems and camera monitoring systems • Maintenance of above • Installation and maintenance of marine electronics • Delivery, installation, and repair of medical equipment • Repair of communication equipment in office and field • Repair monitoring equipment-security and medical equipment • Work with systems like E-Z Pass and swipe badge systems • Auto diagnostic equipment, sales, marketing, installation, and repair