

**STATE OF OREGON**

**SC-12**

**SKILL CODE SHEET**  
**Complete and Attach to Your Application**  
**For the Following Job:**

6690 Job Services Representative

**INSTRUCTIONS**

\* This Skill Code Sheet will be used to evaluate your skills and will provide additional assistance to the Employment Department in determining whether you meet specific position requirements. The agency may administer a test if needed to determine level of proficiency if required for a job.

\* Circle each 3-letter skill code on this Skill Code Sheet that accurately describes your level of training/education or experience in each area. Be as accurate as you can in providing this information. Do not circle skill areas that you are not willing to use on the job.

**PUBLIC CONTACT:**

I have at least three (3) months full-time work experience in the following areas:

***Providing Information***

PIB Answer routine inquiries for information about programs or services provided by your employer.

PEB Explain rules, regulations, policies and procedures.

PDB Communicate and/or explain decisions regarding the approval of denial of benefits or services.

PCB Explain, or refer to other state, federal, or county programs and/or community resources.

PIO Make oral presentations to groups to explain rules, policies, procedures and/or services.

***Obtaining Information***

OIB Obtain information from a client or customer to determine what services are needed or to gather information.

OSB Obtain information from a client or customer to determine the nature of a problem or complaint.

OEB Interview job applicants for employment purposes.

IVB Interview employers to determine duties of position to be filled, and skills and experience needed by applicants.

***Complaint Handling***

CHB Receive complaints and route to someone else for resolution.

CRB Receive complaints an attempt to resolve them directly with the client or customer.

CAB Contact with angry, upset, distressed or hostile clients or customers.

### **Interpreting Laws, Rules, Policies, Procedures**

- LDF Interpret and apply laws, rules, policies, or procedures which were clearly defined.
- LUQ Analyze data, interpret and apply laws, rules, policies, or procedures to resolve unique or unusual situations/issues.
- LPB Interpret and apply laws, rules, policies, or procedures to determine eligibility for programs, benefits, or services.
- LEO Interpret and apply laws, rules, policies, or procedures and explain them to others.

### **Math Skills**

- BMT Use basic math functions (addition, subtraction, multiplication, and division) in performance of job duties.

### **Computer Data Entry Skill**

- D/E Completion of training in Data Entry or experience in the input, update, correction, and retrieval of alpha/numeric data.

### **Computer And Software Skills**

Circle *ONLY ONE* skill level for each category below, the one which most accurately reflects your skill(s).

- Definitions: T - Training/Education  
G - Work experience performing basic functions.  
A - Work experience performing complex functions (writing macros, batch files, etc.)

#### **Computers/Operating Systems**

	<b>T</b>	<b>G</b>	<b>A</b>
Windows	WIT	WIG	WIA
IBM-PC/DOS	IBT	IBG	IBA
OS/2	OST	OSF	OSA
Local Area Network (LAN)	LAT	LAW	LAP
Other Systems (UNIX, Macintosh Wang, Apple, etc.)	OTC	WFT	WFG

#### **Word Processing Software**

	<b>T</b>	<b>G</b>	<b>A</b>
Windows	WIT	WIG	WIA
Word Perfect/DOS	DOT	DOG	DOA
Word Perfect/Windows	WPT	WPG	WPA
Word for DOS	MWT	MWG	MWA
Word for Windows	SOT	SOG	SOA
Other Word Processing ( i.e., Microsoft Word/Mac, AmiPro, Appleworks, Mac Write, WordStar,etc.)	W/P	OPG	POL

Experience in the following:

<b>Languages</b>	<b>Reading &amp; Speaking</b>	<b>Writing</b>	<b>Translating</b>
Spanish	SPA	SPR	SPB
Vietnamese	VIE	VIR	VIW
Laotian	LAO	LAR	LAB
Russian	RUS	RUR	RUW
Cambodian	CAM	CAR	CAW

<b>Sign Language</b>	<b>Training/Education</b>	<b>Signing Experience</b>	<b>Sign Language Interpreting</b>
American Sign Language	ASL	ASE	AMB
Signed English	SXT	SXE	EXP

**Notice - You Must Sign And Date Below:**

Any oral or written statement that is false, fraudulent, or misleading contained in this application and attached materials or made in the course of any related employment process, whether by me or by others at my request, will result in rejection of my application, denial of employment, dismissal from state service if discovered after employment, and in many circumstances, prosecution.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Social Security No.

\_\_\_\_\_  
Date

I certify and affirm that I have read and understand the above notice. I further certify that I personally completed this application and attached materials or requested its completion and that all statements contained herein are true and completed to the best of my knowledge.