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| Title | **Perform office functions** | | |
| Level | **3** | **Credits** | **4** |

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| Purpose | This Competency standard identifies the competencies required to Perform Office functions as per Organization’s approved guidelines and procedures. You will be expected to maintain customer’s database, handle cash, operate communication technologies, maintain information log, document sales visits. Your underpinning knowledge about performing the office functions will be sufficient for you to provide the basics of the work. |

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| Classification ISCED | 0416 Wholesale and retail sales |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

| **Unit of Competency** | **Performance Criteria** | **Knowledge** |
| --- | --- | --- |
| **C1.** **Maintain customer’s database.** | **You must be able to:**   1. Keep up to-date and relevant information about customers 2. Ensure information should not be disclosed to unauthorized persons/agencies and maintain privacy. 3. Create customer’s profile. 4. Spread sheet or software literacy. 5. Filter Customer’s Data as per the target | **You must be able to:**   1. Explain procedure and techniques of files preparation 2. Explain the importance of privacy of customer information and unauthorized disclosure 3. explain the procedure of securing and placing data files properly |
| **C2.** **Handle cash.** | **You must be able to:**   1. Record correct, accurate and complete information about cash transactions as per company’s practice. 2. Ensure all cash transactions have been recorded in daybook accurately. 3. Ensure cash instruments are verified and found valid. 4. Maintain cash transaction record as per requirement of account department | **You must be able to:**   1. Explain basic accounting and book keeping principles 2. Verification of cash instruments and their validation 3. Use of credit/debit card machines 4. Describe basic knowledge of accounting. |
| **C3.** **Operate communication technologies (fax, computer, photocopiers, multimedia etc.)** | **You must be able to:**   1. Select appropriate technology for conveying and recording information. 2. Identify and use communication vehicles effectively:  * E-mail * Internet * Written memos/reports * Process maps * Diagrams/graphs  1. Use communication technologies efficiently and effectively. 2. Ensure communication devices are functioning properly. 3. Operate office equipment in appropriate manner. 4. Ensure the security of customer’s data and I.T. policies | **You must be able to:**   1. Define communication technologies. 2. Explain the procedure of operating computer, application software for office work, fax machine, photocopiers and multimedia etc. 3. Troubleshooting of communication technology devices |
| **C4.** **Maintain information log** | **You must be able to:**   1. Record log of daily telephone calls, enquiries on emails and daily walk-in customers 2. Ensure information recorded is correct and updated. | **You must be able to:**   1. Explain oral / written communication 2. Explain handling of customer quires |
| **C5. Document sales visits** | **You must be able to:**   1. Record complete information about daily visit according to SOPs of the company 2. Share sales report data with management as required. | **You must be able to:**   1. Explain the SOPs of company. 2. Explain the need and importance of documentation |