OFFICE SKILLS
— TRAINING —
21ST CENTURY

Virtual Office Assistant Skills Assessment

Student Name:_____
Instructor:_____

When you're choosing your niche, it should be something your ideal client needs and something you are already good at requiring little or no training? Give the skill a score of 1 to 5 with 1 **Novice, 2 Advanced Beginner**, 3 **Competent**, 4 **Proficient**, 5 **Expert**

Skill Set/Description	Examples/Rating
ADMINISTRATIVE (OFFICE SKILLS) Hard Skills are the technical office skills that you bring to your business. These are administrative tasks that you are skilled at such as typing, word processing, spreadsheets and presentations.	

SKILL	RATING (1-5)
• Manage Calendars, email & voicemail	
• Excellent typing	
• Proofing Skills	
• PowerPoint	
• Spreadsheets	
• Database Management	
• Mail Merge	
• Bookkeeping	
• Electronic Filing	
• Transcription	
• Making travel arrangements	
• Word Processing	
• Organizing Meetings	
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SPECIALTY SKILLS These are usually specialized technology skills that you may an expert in that are in demand today. Are you a video editor, blogger or a web designer? Then you have specialty skills.	• Evaluate a system • Evaluate an organization • Understand a system • Make good decisions	
	• Blogging	
	• Web Design	
	• Email & Calendar Management	
	• Event specialist	
	• Email Marketing	
	• Bookkeeper	
	• Video Editor	
	• Tech Support	
	• Customer Service	
	• Social Media Specialist	
	• Author Assistant	
	• Medical Billing	
	• Project Manager	
TECHNICAL SKILLS Technology includes computers and equipment. Computers are common in most workplaces. People in all occupations should know how to work with technology.	• Choose tools	
	• Control quality	
	• Install equipment	
	• Install programs	
	• Maintain equipment	
	• Check equipment	
	• Operate equipment	
	• Repairing	
	• Technology Design	
	• Troubleshooting	
MANAGEMENT SKILLS (BUSINESS/ENTREPRENEURIAL SKILLS) All workers, especially Virtual Assistants need Business/Entrepreneurial skills, not just managers. Employers hire people who can keep track of projects, money, and their time.		
	• Manage money	
	• Manage people	
	• Manage things	
	• Manage time	
	• Desire to achieve	
	• Willing to take risks	
	• Self Confidence	
	• Passion for business	
	• Self Starter & Takes Initiative	
	• Set goals	
	• Multi-task	
CUSTOMER SERVICE A Virtual Customer Service Representative takes calls and orders from customers	• Cold Calling	
	• Sending Emails	
	• Posting on Social Media	

answering questions, completing transactions, or addressing any concerns they may have.	• Handling Accounts Inquiries	
	• Real Time Troubleshooting	
	• Tech Support	
	• Special Training	
	• Service Inbound Calls	
	• Understand Customer Needs	
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EDUCATION & TRAINING What Education and Training do you have? List any education or professional development training that you may have taken, whether related to your jobs. For example, have you taken professional development courses in a particular piece of software like QuickBooks or any other subjects.	• Professional Development	
	• Certificates	
	• AA Degrees	
	• BA/BS Degree	
	• MA/MS Degree	
	• Online Courses	
	• Special Training	
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Skills Assessment Summary

WRITE DOWN YOUR TOP 10 INDUSTRIES RATED 4 OR 5 ABOVE BELOW (i.e. Finance & Insurance)	
1	6.
2	7.
3	8.
4.	9.
5	10.

WRITE DOWN YOUR TOP 10 SKILLS RATED 4 OR 5 ABOVE BELOW (i.e. Hard Skills - Spreadsheets)	
1	6.
2	7.
3	8.
4.	9.
5	10.

WRITE DOWN ANY OTHER THE SKILLS THAT YOU ARE PARTICULARLY GOOD AT?	
1	6.
2	7.
3	8.
4.	9.
5	10.

Your Niche Service Offerings

Using the information you've gathered so far, document your primary niche offerings below. If it's clear in your mind, write your top service offerings below. If you are still uncertain, reference the officeskills-va-services.pdf to get some ideas of different services you can offer in all the categories we've examined in this skills assessment. You can also take the online skills assessment on the next page.

Write down 5 of your top services (niche offerings) that are a good fit for your skills . Choose services that will be a good fit for you, that you know well and that you would enjoy doing. For example, setting up spreadsheets or performing mail merge.
1.
2
3
4
5

Online Skills Assessment

If you already know what services you want to offer your client, just write them in below. If not, take the online skills assessment at http://www.onetonline.org by following the instructions below:

Match Skills

Now match your skills to services you can offer: Go to http://www.onetonline.org. Next to **Occupation Search** , under "**Keyword or O'NET Code**", type in your top skills and click Go. A list of occupations will appear. Then think about the experience and expertise you have to offer and research the occupations and write the ones that best fit you below.

SERVICES THAT MATCH YOUR SKILLS **Write down 5-10 services that are a good fit for your skills . Choose skills that will be a good fit for you, that you know well and that you would enjoy doing**	
1	6.
2	7.
3	8.
4.	9.
5	10.

Resources: http://www.jobseekersguide.org, , http://www.onetonline.org and http://www.iseek.org/careers/skillsAssessment

Match Industries

Now match your industry experience to occupations at the following web addresses: Go to http://www.onetonline.org. Click on **Find Occupations**. Under "**Industry**", Select industry you specialized in and click GO.. Then think about the experience and expertise you have to offer and search occupations that match your skills in this particular industry..

OCCUPATIONS THAT MATCH YOUR SKILLS **Write down 5-10 occupations that are a good fit for your skills**	
1	6.
2	7.
3	8.
4.	9.
5	10.

Find Occupations

Bureau of Labor Statistics - http://www.bls.gov/ooh/
http://www.onetonline.org/find/descriptor/browse/Work_Activities/