## RECEPTIONIST COMPETENCIES ASSESSMENT

## TEXAS TREATMENT SERVICES

Emplo	yee Name				
Program					
Please	rate your level of tra	aining need in the following ar	eas.		
1.			people are saying, taking time to understand te, and not interrupting at inappropriate		
Strong	need for training	Moderate need for training	No need for any further training		
2.	Speaking- Talking to	others to convey information ef	ffectively		
Strong	need for training	Moderate need for training	No need for any further training		
3.	3. Service Orientation- Actively looking for ways to help people				
Strong	need for training	Moderate need for training	No need for any further training		
4.	People Focus- Make people and their needs a primary focus of action, take full responsibility for fostering people relationships				
Strong	need for training	Moderate need for training	No need for any further training		
5.	Critical Thinking- Using logic and reasoning to identify alternative solutions, conclusions or approaches to problems				
Strong	need for training	Moderate need for training	No need for any further training		
6.	Time Management- N	Managing one's own time and th	e time of others in need		
Strong	need for training	Moderate need for training	No need for any further training		

7.	Ethics- Treat people with respect, keeps commitments, inspires the trust of others, works with integrity and ethically, and upholds organizational values				
Strong	need for training	Moderate need for training	No need for any further training		
8.	Prioritizing- Knowing completion of tasks	and understanding how to appropr	riately manage and plan for the		
Strong	need for training	Moderate need for training	No need for any further training		
9.	. Adept Presentation- Consistently display professionalism and confidence; create a positive first impression as an individual and as a representative of the program				
Strong	need for training	Moderate need for training	No need for any further training		
10.	Initiative- Possessing	the ability to assess and initiate thi	ngs independently		
Strong	need for training	Moderate need for training	No need for any further training		
11.	Dependability- able to	be trusted to do or consistently pr	ovide what is needed		
Strong	need for training	Moderate need for training	No need for any further training		
12.	one's work as well as		mmitment to equity and diversity in outing to developing an environment		
Strong	need for training	Moderate need for training	No need for any further training		
13.	-	make changes when necessary, to ness needs, and to be open to new	do what's necessary to better meet ideas		
Strong	need for training	Moderate need for training	No need for any further training		
14.	Collaboration Skills- a	ability to work effectively with oth	ers on a common task		
Strong	need for training	Moderate need for training	No need for any further training		

15. Writing- Communicating effectively in writing as appropriate for the needs of the audience						
Strong need for training	Moderate need for training	No need for any further training				
16. Thoroughness- Skill in paying attention to detail						
Strong need for training	Moderate need for training	No need for any further training				
17. Information Management- Acquisition of information from one or more sources, the custodianship and the distribution of that information to those who need it, and its ultimate disposition through archiving or deletion						
Strong need for training	Moderate need for training	No need for any further training				
18. Accounting skill- Understanding of cash handling procedures and skills in safeguarding funds						
Strong need for training	Moderate need for training	No need for any further training				
19. Rapport Building Skills- Knowledge of person-centered treatment, including showing empathy and using appropriate person centered language						
Strong need for training	Moderate need for training	No need for any further training				
20. Stress tolerance- Understanding of early signs of anger and proficiency in managing anger and other negative emotions						
Strong need for training	Moderate need for training	No need for any further training				
21. Customer Service- Skill in demonstrating a friendly, courteous attitude in any situation, including telephone etiquette						
Strong need for training	Moderate need for training	No need for any further training				
22. Composure- Ability to remain calm and not show anger in a crisis situation						
Strong need for training	Moderate need for training	No need for any further training				

23. Multitasking- Hand	ling several tasks simultaneously a	and accurately
Strong need for training	Moderate need for training	No need for any further training
24. Involvement in Treameetings	atment Team - Ability to respond	well to questions and participate actively in
Strong need for training	Moderate need for training	No need for any further training
25. Technical skills- Ex	perience using phone systems, cop	piers, printers, and computer software
Strong need for training	Moderate need for training	No need for any further training
26. Cost Consciousness	- Work within approved budget	
Strong need for training	Moderate need for training	No need for any further training
27. Interpersonal skills- employees at all lev	•	s and maintain good relationships with
Strong need for training	Moderate need for training	No need for any further training
28. Knowledge of the in family members	ntake process and skill in providing	g accurate information to patients and
Strong need for training	Moderate need for training	No need for any further training
29. Fundamental knowl	edge of opioid dependence and na	ature of addiction
Strong need for training	Moderate need for training	No need for any further training
30. Knowledge of confi	identiality requirements and excep	tions to confidentiality
Strong need for training	Moderate need for training	No need for any further training
Employee Signatu	ro/data	
Employee Signatu	10/ date	