

RECEPTIONIST COMPETENCIES ASSESSMENT

NEW MEXICO TREATMENT SERVICES

Employee Name _____

Program _____

Date ____/____/____

Please rate your level of training need in the following areas.

1. Active Listening- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times

Strong need for training

Moderate need for training

No need for any further training

2. Speaking- Talking to others to convey information effectively

Strong need for training

Moderate need for training

No need for any further training

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- Managing one's own time and the 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 and understanding how to appropriately manage and plan for the completion of tasks

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 things 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 provide what is needed

Strong need for training Moderate need for training No need for any further training

12. Commitment to Diversity and Equity- Demonstrate a commitment to equity and diversity in one's work as well as diverse people and groups, contributing to developing an environment where all cultures are valued and appreciated

Strong need for training Moderate need for training No need for any further training

13. Flexibility- Ability to make changes when necessary, to do what's necessary to better meet patient, staff, and business needs, and to be open to new ideas

Strong need for training Moderate need for training No need for any further training

14. Collaboration Skills- ability to work effectively with others on a common task

Strong need for training Moderate need for training No need for any further training

23. Multitasking- Handling several tasks simultaneously and accurately

Strong need for training Moderate need for training No need for any further training

24. Involvement in Treatment Team - Ability to respond well to questions and participate actively in meetings

Strong need for training Moderate need for training No need for any further training

25. Technical skills- Experience using phone systems, copiers, 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- Ability to deal with office politics and maintain good relationships with employees at all levels of the company

Strong need for training Moderate need for training No need for any further training

28. Knowledge of the intake process and skill in providing accurate information to patients and family members

Strong need for training Moderate need for training No need for any further training

29. Fundamental knowledge of opioid dependence and nature of addiction

Strong need for training Moderate need for training No need for any further training

30. Knowledge of confidentiality requirements and exceptions to confidentiality

Strong need for training Moderate need for training No need for any further training

Employee Signature/date