## **RECEPTIONIST COMPETENCIES ASSESSMENT**

## **OKLAHOMA TREATMENT SERVICES**

Employee	Name		
Program_			Date//
Please rat	te your level of trai	ning need in the following areas	
	e points being made.		ple are saying, taking time to understand and not interrupting at inappropriate
Strong nee	ed for training	Moderate need for training	No need for any further training
2. Sp	eaking- Talking to o	others to convey information effec	tively
Strong nee	ed for training	Moderate need for training	No need for any further training
3. Se	rvice Orientation- A	ctively looking for ways to help p	eople
Strong nee	ed for training	Moderate need for training	No need for any further training
	ople Focus- Make p stering people relation		cus of action, take full responsibility for
Strong nee	ed for training	Moderate need for training	No need for any further training
	itical Thinking- Usi proaches to problem		alternative solutions, conclusions or
Strong nee	ed for training	Moderate need for training	No need for any further training
6. Tii	me Management- M	anaging one's own time and the time	me of others in need
Strong nee	ed 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
Õ	0	O

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
Ŭ O Ŭ	0	O'

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
		.1 1

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
Ŭ O Ŭ	0	O v

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 i	n 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	

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- Exp	perience using phone systems, cop	iers, 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	

23. Multitasking- Handling several tasks simultaneously and accurately

Employee Signature/date