

# Business Management and Administration: Administrative Support Focus Area Knowledge and Skill Statements with Suggested Performance Indicators

Describe how human resources may be designed, organized, and managed to enhance employee productivity and satisfaction [FA-BMA-AS01](#)

- A** Describe programs for improving employee satisfaction, including gathering and analyzing data and applying knowledge gained [FA-BMA-AS01.A](#)

---

- B** Describe ways to manage staff growth and professional development at an organizational level [FA-BMA-AS01.B](#)

---

- C** Describe strategies for assessing staff training needs and determining appropriate training methods [FA-BMA-AS01.C](#)

---

- D** Explain the role and function of a Human Resources department [FA-BMA-AS01.D](#)

---

- E** Describe the components of hiring interview and model a simulated interview [FA-BMA-AS01.E](#)

Explain how information for business decision making can be accessed, evaluated, and disseminated [FA-BMA-AS02](#)

- A** Demonstrate the ability to perform scheduling functions to facilitate on-time, prompt completion of work activities [FA-BMA-AS02.A](#)

---

- B** Demonstrate how to schedule work meetings and make travel arrangements [FA-BMA-AS02.B](#)

---

- C** Demonstrate the ability to efficiently create, store, organize, and manage business documentation (work files, customer orders/forms, shipping information, etc.) [FA-BMA-AS02.C](#)

---

- D** Prepare official business documentation for both internal and external clients (e.g., documents, reports, RFPs, relevant financial information [FA-BMA-AS02.D](#)

---

**E Demonstrate advanced level skills in appropriate software applications (i.e., word-processing, presentation applications, database, spreadsheets) utilized within the business** FA-BMA-AS02.E

---

**F Demonstrate the ability to use correct grammar, spelling, punctuation, and other English mechanics to produce reports, and other written products** FA-BMA-AS02.F

---

**Describe how to plan, monitor and manage day-to-day business activities** FA-BMA-AS03

**A Demonstrate how to operate essential office equipment and provide support to colleagues (e.g., troubleshooting, engaging technical support)** FA-BMA-AS03.A

---

**B Demonstrate basic project management skills used to start, run, and complete projects including coordinating schedules and activities and planning meetings** FA-BMA-AS03.B

---

**C Demonstrate basic accounting skills (recording transactions, preparing deposits, and analyzing bank statements)** FA-BMA-AS03.C

---

**D Develop and implement process and procedure for purchasing business supplies, equipment, and services, including managing and maintaining vendor relationships** FA-BMA-AS03.D

---

**E Develop and implement procedures to maintain office equipment and supplies** FA-BMA-AS03.E

---

**Demonstrate understanding of technology risk-management** FA-BMA-AS04

**A Explain and abide by organizational technology use, safety, and security policies (acceptable use policy, web page policies, etc.)** FA-BMA-AS04.A

---

**B Explain and abide by laws pertaining to computer crime, fraud, and abuse** FA-BMA-AS04.B

---

**C Demonstrate ability to follow policies and procedures to prevent and recover from data integrity loss** FA-BMA-AS04.C