

Knowledge, Skills, & Abilities (KSA) Bank

What are KSAs?

KSAs or sometimes referred to as KSAOs are knowledge, skills, and abilities that an individual must possess to perform the assigned duties of a position. These are generally demonstrated through relevant experience, education, and/or training. KSAs are a part of every job description and serve as a guide for applicants, employees, and departments.

Knowledge – the subjects, topics, and items of information that an employee should know at the time he or she is hired or moved into the job. Knowledge represents bodies of information that are applied directly to the performance of work functions.

Skills – technical or manual proficiencies which are usually learned or acquired through training. Skills should be measurable and observable.

Abilities – the present demonstrable capacity to apply several knowledge and skills simultaneously in order to complete a task or perform an observable behavior. Abilities may also relate to personal and social attributes which tend to be innate or acquired without formal instructions. Abilities are enduring talents that can help a person do a job.

What is a KSA Bank?

A KSA Bank is a sample list of knowledge, skills, and abilities commonly used in position descriptions. It is not an all-inclusive list, and departments can request additional KSAs be included on job descriptions.

General / Universal

- (S) Skill in managing one's own time and the time of others.
- (S) Understanding written sentences and paragraphs in work-related documents.
- (S) Skill in using mathematics to solve problems.
- (S) Keeping up-to-date technically and applying new knowledge to your job.
- (S) Encouraging and building mutual trust, respect, and cooperation among team members.
- (S) Skill in completing assignments accurately and with attention to detail.
- (A) Ability to work under pressure and meet close deadlines.
- (A) Ability to set priorities and complete assignments on time.
- (A) Ability to analyze, organize and prioritize work while meeting multiple deadlines.

- (A) Ability to analyze and prepare documents, reports, and correspondence.
- (A) Ability to prepare concise reports.
- (A) Ability to review work for accuracy.
- (A) Ability to work evenings, nights and weekends as necessary.
- (A) Ability to process and handle confidential information with discretion.
- (A) Ability to develop specific goals and plans to prioritize, organize, and accomplish work.

Administrative/ Clerical

- (K) Knowledge of office procedures and of spelling, grammar, punctuation, and arithmetic.
- (K) Knowledge of records administration and maintenance techniques and procedures.
- (K) Knowledge of inventory control principles and methods.
- (K) Knowledge of the operation of a telephone switchboard.
- (K) Knowledge of data entry equipment and of office practices and procedures.
- (K) Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- (S) Skill in typing with minimal errors.
- (S) Skill in the operation of office equipment
- (A) Ability to accurately prepare and maintain records, files, and reports.
- (A) Ability to maintain records of materials, supplies, time, and work performed.

Communication / Interpersonal

- (K) Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- (K) Knowledge of the structure and content of a foreign (non-English) language including the meaning and spelling of words, rules of composition and grammar, and pronunciation.
- (S) Skill in editing documents for correct grammar.

- (S) Skill in communicating effectively in writing as appropriate for the needs of the audience.
- (S) Skill in talking to others to convey information effectively.
- (A) Ability to communicate and interact effectively with members of the public.
- (A) Ability to listen to and understand information and ideas presented through spoken words and sentences.
- (A) Ability to read and understand information and ideas presented in writing.
- (A) Ability to communicate information and ideas in speaking so others will understand.
- (A) Ability to communicate information and ideas in writing so others will understand.
- (A) Ability to communicate effectively in both oral and written form.
- (A) Ability to diffuse and respond effectively to situations involving intense pressures and/or unpredictable persons.
- (A) Ability to handle difficult and stressful situations with professional composure.
- (A) Ability to effectively handle difficult people.
- (A) Ability to establish and maintain a good rapport with university faculty and staff, students, and the general public.
- (A) Ability to work collaboratively and building strategic relations with colleagues, coworkers, constituents and volunteers.
- (A) Ability to work effectively within a complex organization structure.
- (A) Ability to maintain effective interpersonal relationships.
- (A) Ability to work successfully as a member of a team and independently with moderate supervision.
- (A) Ability to understand and follow instructions.

Computer Use/IT

- (K) Knowledge of techniques used in the design of web applications.
- (K) Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- (S) Skill in the use of standard office equipment and software.

(S) Skill in using computer applications including spreadsheet, database and word processing software.

(S) Skill in using analytical software tools, data analysis methods, and other computer applications.

(A) Ability to operate office machines, including typewriter, adding machine, calculator, and personal computer.

(A) Ability to operate personal computer with a general understanding of application software, and an understanding of the Internet.

(A) Ability to learn office and university-specific software.

Critical thinking / Problem-solving / Analysis

(S) Skill in collecting and analyzing complex data.

(S) Skill in analyzing and organizing technical data.

(S) Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or

approaches to problems.

(S) Skill in active learning by understanding the implications of new information for both current and future problem solving and decision-making.

(S) Skill in identifying complex problems and reviewing related information to develop and evaluate options and

implement solutions.

(S) Skill in decision making by considering the relative costs and benefits of potential actions and choosing the most appropriate one.

(A) Ability to apply general rules to specific problems to produce answers that make sense.

(A) Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

(A) Ability to exercise sound judgment in making critical decisions.

(A) Ability to come up with ideas about a given topic or situation, or to develop creative ways to solve a problem.

- (A) Ability to quickly make sense of, combine, and organize information into meaningful patterns.
- (A) Ability to analyze complex information and develop plans to address identified issues.
- (A) Ability to evaluate documents for accuracy and legal conformance.
- (A) Ability to anticipate and diffuse problems before they occur.
- (A) Ability to conduct short-range and long-range project planning studies.
- (A) Ability to devise solutions to administrative problems.
- (A) Ability to develop objectives, evaluate effectiveness, and assess needs.
- (A) Ability to recognize, analyze, and solve a variety of problems.
- (A) Ability to identify problems, evaluate alternatives, and implement effective solutions.
- (A) Ability to implement new systems and procedures and to evaluate their effectiveness.
- (A) Ability to process information logically.
- (A) Ability to analyze and solve work related problems.
- (A) Ability to problem-solve a variety of situations.

Financial / Accounting / Budget

- (K) Knowledge of accounting, budgetary, and management principles, practices, and procedures.
- (K) Knowledge of budget control methods, policies, and procedures.
- (K) Knowledge of generally accepted accounting procedures and principles.
- (K) Knowledge of accounting procedures and methods, and the ability to apply them to difficult or complex transactions.
- (K) Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data.
- (K) Knowledge of laws and regulations pertaining to financial operations.
- (S) Skill in determining how money will be spent to get the work done, and accounting for these expenditures.
- (A) Ability to prepare financial and accounting records.

(A) Ability to analyze, consolidate, and interpret accounting data.

(A) Ability to compile, organize, interpret, and communicate accounting data and results in a concise format.

(A) Ability to manage a budget and work within the constraints of that budget.

Health & Safety

(K) Knowledge of applicable safety requirements.

(K) Knowledge of basic first aid and CPR certification.

(K) Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

(A) Ability to react quickly and calmly in emergency situations.

(A) Ability to respond quickly to emergencies.

(A) Ability to enforce security rules and regulations.

Policies & Procedures

(K) Knowledge of, or the ability to learn, University policies and procedures.

(K) Knowledge of, or ability to learn, policies, procedures, and guidelines established by professional organizations

and/or governing agencies.

(K) Knowledge of federal, state and local laws, statutes, regulations, codes, and standards related to the area of responsibility.

(K) Knowledge of local, state, and federal laws and regulations relevant to the administration of federal or state funds.

(K) Knowledge of professional standards and regulations.

(K) Knowledge of legal contracts and business law.

(K) Knowledge of legal principles, practices, and proceedings.

(K) Knowledge of laws and regulations pertaining to financial operations.

(A) Ability to develop, interpret, and evaluate policies and procedures.

(A) Ability to explain policies and procedures to staff and to the public.

(A) Ability to identify and incorporate continuous changes in federal and state policies and procedures, ensuring University and department compliance.

(A) Ability to interpret and apply laws, regulations, policies, and procedures.

(A) Ability to negotiate features of a contract.

(A) Ability to prepare legal documents, conduct legal research, interpret and apply laws, and summarize findings.

(A) Ability to research, interpret, and summarize relevant laws.

Public relations / Marketing

(K) Knowledge of marketing principles, including promotion, fundraising, and public relations.

(K) Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

(K) Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

(K) Knowledge of integrated communication and marketing concepts.

(S) Skill in public speaking and delivering presentations to individuals and groups.

(A) Ability to effectively market the programs and services of the department.

Skilled-Craft and Services

(K) Knowledge of cleaning techniques and procedures.

(K) Knowledge of construction maintenance, repair, and operation of light and heavy equipment, including vehicles.

(K) Knowledge of materials, methods, and the tools involved in the construction or repair buildings, or other structures

(K) Knowledge of machines and tools, including their designs, uses, repair, and maintenance.

(K) Knowledge of the repair, maintenance, and operation of buildings and/or electrical systems.

(K) Knowledge of motor vehicle operations, traffic rules and regulations, and maintenance of motor vehicles.

(S) Skill in the use of custodial materials and chemicals.

(S) Skill in the use of groundskeeping hand tools and equipment, in the operation of motorized and gas-operated equipment, and in the repair and maintenance of sidewalks and parking lots.

(S) Skill in the use of standard tools and equipment of the profession.

(S) Skill in determining the kind of tools and equipment needed to do a job.

(S) Skill in installing equipment, machines, wiring, or programs to meet specifications.

(S) Skill in performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

(S) Skill in repairing machines or systems using the needed tools.

(S) Skill in designing and manufacturing special equipment.

(S) Skill in repair, maintenance, and testing of technical equipment.

(S) Skill in the operation, maintenance, and repair of applicable equipment and tools.

(S) Skill in the operation of technical equipment and detection devices.

(A) Ability to maintain and care for hand and power tools.

(A) Ability to perform maintenance, to follow instructions, and to interpret drawings and diagrams.

Student Services

(K) Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

(K) Knowledge of student development theory, techniques and research associated with ensuring the success of diverse student populations.

(K) Knowledge of student organization structures, leadership development design and student development theories.

(S) Skill in service orientation by actively looking for ways to help people.

(A) Ability to provide support for student development with a demonstrable concern for students.

(A) Ability to engage students and to create and enhance their connection to the institution and each other.

(A) Ability to work effectively and patiently with students.

Management/Leadership

(K) Understanding team dynamics, motivation theories, and workplace culture

(K) Familiarity with goal setting, resource allocation, and long-term visioning

(K) Awareness of employment laws, performance management, and conflict resolution

(K) Financial Acumen: Basic understanding of budgeting, forecasting, and cost control

(S) Clear, persuasive verbal and written communication skills across all levels

(S) Assigning tasks appropriately while empowering their staff

(S) Identifying issues and implementing practical solutions

(S) Prioritizing tasks and managing competing deadlines

(A) Ability to motivate others toward shared goals and foster accountability

(A) Ability to navigate uncertainty and lead through transitions

(A) Ability to cultivate trust and collaboration across departments

(A) Ability to align daily operations with broader organizational objectives

(A) Ability to Maintain composure and effectiveness in high-stakes environments

(A) Ability to evaluate options and make timely, effective choices