

- Provide support, training and/or coaching to ensure quality standards are met
- Support conclusions and recommendations with facts, policies and standards
- Deliver information concisely with tact and diplomacy
- Handle and effectively respond to subject matter and procedural questions and objections
- Communicate effectively orally and in writing
- Maintain effective working relationships

Physical / Sensory Requirements. The following characteristics describe the most common ways this position’s essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

Sight and Vision	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance. 	Hourly / Constantly	Very Important
Hearing	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>General / Broad Hearing.</i> Differentiate and comprehend: <ul style="list-style-type: none"> ○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the ‘normal range’ ○ Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the ‘normal range’ ○ Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance. 	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
Speech	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture. 	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc. • <i>Reach.</i> Stretch or extend hand, arm, foot, etc. away from body to touch or meet another object. • <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs. 	Daily	Important
	Weekly / Monthly	Important
	Weekly / Monthly	Important
Physical Coordination	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Sit.</i> Remain in seated position to accomplish work. • <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work. 	Daily	Very Important
	Weekly / Monthly	Slightly Important
Working Memory	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Audio Memory.</i> Retain and retrieve information gained via audio sources. • <i>Visual Memory.</i> Retain and retrieve information gained via visual sources. 	Weekly / Monthly	Important
	Weekly / Monthly	Important
Comprehension	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Rapid Comprehension & Application.</i> Grasp meaning, nature, or importance of information, and quickly and correctly apply knowledge to work or situation. • <i>Complex Comprehension & Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation. 	Weekly / Monthly	Important
	Weekly / Monthly	Important
Environmental Working Conditions	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions. 	--	--
Level of Physical Activity	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing is required only occasionally and all other sedentary criteria are met. 	Hourly / Constantly	--