Colorado CTE

Administrative Services (2015): Grades 9, 10, 11, 12, Higher Education

Adopted 2015

Communication Skills: Obtain and convey ideas and information in order to conduct business transactions. MAAS.01

01. Facilitate internal/external office communications to support work activities. MAAS.01.01

- a. Greet and direct visitors. MAAS.01.01.A
- b. Relay messages. MAAS.01.01.B
- c. Field telephone calls. MAAS.01.01.C
- d. Screen telephone calls. MAAS.01.01.D

02. Record and deliver telephone messages in a business setting. MAAS.01.02

- a. Record message accurately, legibly and completely. MAAS.01.02.A
- b. Deliver message to appropriate person/department. MAAS.01.02.B

03. Coordinate people and resources for meetings and seminars. MAAS.01.03

- a. Coordinate participants. MAAS.01.03.A
- b. Follow calling and/or login procedures. MAAS.01.03.B
- c. Troubleshoot any problems. MAAS.01.03.C

Human Resources Management: Plan, staff, lead and organize human resources to enhance productivity and satisfaction. MAAS.02

01. Assist with staff growth and development. MAAS.02.01

- a. Train staff on system usage. MAAS.02.01.A

02. Implement methods for improving employee satisfaction. MAAS.02.02

- a. (no indicators) MAAS.02.02.A

Information Management: Access, process, maintain, evaluate, and dis for making. MAAS.03

Skip to main content

01. Perform scheduling functions to facilitate on-time, prompt completion of work activities. MAAS.03.01

- a. Create calendar/schedule. MAAS.03.01.A
- b. Maintain appointment calendar. MAAS.03.01.B
- c. Verify appointments. MAAS.03.01.C

d. Make travel arrangements. MAAS.03.01.D

e. Make meeting arrangements. MAAS.03.01.E

02. Manage business records to maintain needed documentation. MAAS.03.02

a. Process customer orders. MAAS.03.02.A

b. Route orders. MAAS.03.02.B

c. File records electronically/manually. MAAS.03.02.C

d. Maintain files. MAAS.03.02.D

e. Collect documentation needed to compile reports. MAAS.03.02.E

f. Track shipping practices. MAAS.03.02.F

g. Set up filing system appropriate for media/documents being stored. MAAS.03.02.G

h. Control incoming/outgoing documentation process MAAS.03.02.H

i. Develop retention system appropriate for media/documents being stored. MAAS.03.02.I

j. Archive information according to retention procedures. MAAS.03.02.J

k. Audit records periodically. MAAS.03.02.K

03. Prepare documentation of business activities to communicate with internal/external clients. MAAS.03.03

a. Proofread documents. MAAS.03.03.A

b. Prepare reports. MAAS.03.03.B

c. Prepare financial data. MAAS.03.03.C

d. Prepare RFPs (Request for Proposal). MAAS.03.03.D

04. Utilize information technology tools to manage and perform work responsibilities. MAAS.03.04

a. Demonstrate advanced web-search skills. MAAS.03.04.A

b. Demonstrate advanced word-processing skills. MAAS.03.04.B

c. Demonstrate advanced presentation applications. MAAS.03.04.C

d. Demonstrate advanced database applications. MAAS.03.04.D

e. Mine databases for information. MAAS.03.04.E

f. Demonstrate advanced spreadsheet applications. MAAS.03.04.F

g. Create a web page for business applications. MAAS.03.04.G

h. Capture text using OCR (optical character reader) software. MAAS.03.04.H

i. Use voice recognition technology to prepare documents. MAAS.03.04.I

j. Utilize project-management software. MAAS.03.04.J

k. Utilize imaging software. MAAS.03.04.K

Skip to main content

05. **Use traditional notation to proofread and edit documents.** MAAS.03.05
    a. Identify and use proofreaders' marks to indicate all errors in format. MAAS.03.05.A
    b. Identify and use proofreaders' marks to indicate all errors in content. MAAS.03.05.B
    c. Identify and use proofreaders' marks to indicate all errors in spelling and grammar. MAAS.03.05.C

06. **Use spreadsheet software to create business-related spreadsheets.** MAAS.03.06
    a. Choose appropriate software for creating spreadsheets. MAAS.03.06.A
    b. Enter labels and values into spreadsheet cells. MAAS.03.06.B
    c. Format labels and values. MAAS.03.06.C

07. **Enter formulas and functions in a spreadsheet.** MAAS.03.07
    a. Develop formulas and enter appropriate functions. MAAS.03.07.A
    b. Check formulas and functions with sample values. MAAS.03.07.B

08. **Create components to analyze spreadsheet data.** MAAS.03.08
    a. Produce and print graphs. MAAS.03.08.A
    b. Produce PivotCharts. MAAS.03.08.B
    c. Create "what if" scenarios. MAAS.03.08.C
    d. Print reports. MAAS.03.08.D
    e. Print formulas. MAAS.03.08.E

09. **Select format and procedure to produce memoranda appropriate for a given purpose.** MAAS.03.09
    a. Select proper layout, i.e., direct, indirect. MAAS.03.09.A
    b. Use correct grammar, spelling, punctuation and other English mechanics. MAAS.03.09.B
    c. Prepare in correct memo format. MAAS.03.09.C
    d. Key without error. MAAS.03.09.D
    e. Disseminate to appropriate persons. MAAS.03.09.E

10. **Select document type and layout to produce business letters.** MAAS.03.10
    a. Determine use of document, e.g., sales, claims, good news. MAAS.03.10.A
    b. Prepare with correct layout. MAAS.03.10.B
    c. Use correct grammar, spelling, punctuation and other English mechanics. MAAS.03.10.C
    d. Key without error. MAAS.03.10.D

Skip to main content

11. **Select appropriate writing method to produce a variety of reports.** MAAS.03.11
    a. Determine purpose of report. MAAS.03.11.A
    b. Select proper method of writing, e.g., short, informal. MAAS.03.11.B
    c. Prepare tables, graphs, and graphics. MAAS.03.11.C
    d. Use references and prepare notations and bibliography. MAAS.03.11.D
    e. Use correct grammar, spelling, punctuation and other English mechanics. MAAS.03.11.E
    f. Key without error. MAAS.03.11.F

12. **Record transactions to manage cash fund accounts.** MAAS.03.12
    a. Keep records of petty cash disbursements. MAAS.03.12.A
    b. Replenish petty cash. MAAS.03.12.B
    c. Increase or decrease as necessary. MAAS.03.12.C

13. **Tally receipts and proof work to prepare bank deposits.** MAAS.03.13
    a. Prepare endorsement. MAAS.03.13.A
    b. Reconcile. MAAS.03.13.B
    c. Proof totals. MAAS.03.13.C

14. **Practice good bookkeeping guidelines to reconcile bank statements.** MAAS.03.14
    a. Compare checkbook to bank statement. MAAS.03.14.A
    b. Add deposits not credited. MAAS.03.14.B
    c. Subtract checks not cleared. MAAS.03.14.C
    d. Subtract bank charges from checkbook. MAAS.03.14.D
    e. Ensure bank statement balance equals checkbook balance. MAAS.03.14.E

Operations: Monitor, plan and control day-to-day business activities to continue business functioning. MAAS.04

01. **Utilize office equipment to accomplish administrative service related job assignments.** MAAS.04.01
    a. Operate calculator. MAAS.04.01.A
    b. Operate copier. MAAS.04.01.B
    c. Operate printer. MAAS.04.01.C
    d. Operate fax machines. MAAS.04.01.D
    e. Operate postage meter. MAAS.04.01.E
    f. Operate scanner. MAAS.04.01.F

02. **Troubleshoot problems with office equipment to make repairs and/or to obtain technical support.** MAAS.04.02
    a. Isolate and identify source of technical problem. MAAS.04.02.A

Skip to main content

b. Follow manufacturer's written procedures to fix technical problem. MAAS.04.02.B

c. Obtain technical support services. MAAS.04.02.C

---

03. Abide by risk-management policies and procedures for technology to minimize loss. MAAS.04.03

a. Adhere to technology safety and security policies (e.g., acceptable use policy, web page policies). MAAS.04.03.A

b. Apply ergonomic techniques to technology tasks. MAAS.04.03.B

c. Adhere to laws pertaining to computer crime, fraud and abuse. MAAS.04.03.C

d. Follow procedures used to restart and recover from situations (e.g., system failure, virus infection). MAAS.04.03.D

e. Follow policies to prevent loss of data integrity. MAAS.04.03.E

f. Adhere to organization's policies for technology use. MAAS.04.03.F

---

04. Maintain work flow to enhance productivity. MAAS.04.04

a. Organize and prioritize work. MAAS.04.04.A

b. Complete assigned tasks in a timely manner. MAAS.04.04.B

c. Coordinate work with that of team members. MAAS.04.04.C

d. Assist with overflow work. MAAS.04.04.D

e. Coordinate submission of proposals. MAAS.04.04.E

---

05. Utilize project management skills to start, run, and complete projects. MAAS.04.05

a. Coordinate schedules and activities. MAAS.04.05.A

b. Plan meetings. MAAS.04.05.B

---

06. Implement processes for purchasing business supplies, equipment, and services. MAAS.04.06

a. Maintain vendor/supplier relationships. MAAS.04.06.A

b. Conduct vendor/supplier search. MAAS.04.06.B

c. Negotiate terms with vendors. MAAS.04.06.C

---

07. Establish procedures to maintain equipment and supplies. MAAS.04.07

a. Determine equipment needed. MAAS.04.07.A

b. Determine supplies needed. MAAS.04.07.B

c. Establish equipment and supplies maintenance system. MAAS.04.07.C

d. Schedule equipment maintenance procedure. MAAS.04.07.D

e. Utilize equipment and supplies maintenance procedures. MAAS.04.07.E