

Transferable Skills Checklist

Technical Competencies

Front Desk Services

- Assist clients
- Process calls and messages

Finance

- Prepare financial forecasts
- Maintain accounting information
- Manage assets
- Produce financial reports

Sales and Marketing

- Oversee sales and marketing activities
- Conduct merchandising activities
- Recommend products and services to clients
- Conduct sales prospecting
- Build culture of innovation
- Establish pricing model
- Establish client relationships
- Research products, services, and markets
- Close sales
- Follow up on sales
- Conduct direct marketing
- Conduct promotional activities
- Determine sales channels
- Develop integrated sales and marketing plan
- Evaluate effectiveness of sales and marketing plan
- Conduct digital marketing activities
- Develop advertising content
- Develop marketing/promotional materials
- Manage online reviews
- Manage web presence
- Purchase media advertising
- Conduct situational analyses

- Develop branding
- Develop digital strategy
- Present products

Human Resources Management

- Conduct orientation and onboarding
- Engage employees
- Develop job postings
- Screen candidates
- Conduct exit interviews
- Comply with human rights legislation's duty to accommodate
- Manage students in work experience programs
- Manage remote workforce
- Maintain employee files
- Manage contractors

Inventory Management

- Establish inventory system
- Maintain inventory
- Handle inventory issues
- Receive products
- Establish inventory storage area

Non-Technical Competencies

Professionalism

- Show initiative
- Maintain positive attitude
- Present professional image
- Address conflicts
- Develop professional network

Compliance

- Facilitate compliance with policies and procedures

- Incorporate legislation into policies and procedures
- Comply with legislation and regulations

Excellence in Service Delivery

- Address concerns and complaints
- Meet clients needs
- Monitor clients' satisfaction
- Create culture of service excellence
- Follow up on clients' feedback

Digital Competence

- Enter and retrieve data
- Troubleshoot issues with applications and computers
- Generate reports
- Liaise with information and communication technology specialists
- Support clients in use of software applications

Security

- Report suspicious activities

Sustainability

- Support human and labour rights
- Promote sustainable construction and maintenance of structures

Health and Safety

- Assess potential hazards
- Safeguard employee safety

Foundational Competencies

Communication

- Listen actively
- Communicate verbally
- Communicate in writing
- Conduct meetings
- Deliver presentations
- Demonstrate cross-cultural communication

Professional Skills

- Leadership
- Team work
- Professional development
- Problem Solving

Skills for Success

- Numeracy
- Creativity and Innovation
- Adaptability

Total Competencies Count:

Technical Competencies

Non-Technical Competencies

Foundational Competencies