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| **Census 2020 Enumerator Skills and Competencies**  (Adapted from Sequoia Adult Education Consortium, Menlo Park, CA) | | |
| **Enumerator 2020 Responsibilities** | **Related Skills and Competencies** | |
| ***Interpersonal*** | | |
| * Ability to communicate patiently and respectfully with a broad range of individuals. * Strong interpersonal skills, cultural competency, problem solving abilities. * Good listening skills to understand and obtain information. * Interview skills for enumerator data collection. | **Communication**  1. Describe the following stages of the communication process:  a. purpose:   1. reason for sending the message 2. content of the message 3. message 4. encoding: 5. avoid cultural issues 6. check assumptions   iii. fill in missing information  d. channel:   1. face-to-face meetings 2. telephone and videoconferencing   iii. written channels including letters, emails, memos and reports  e. decoding - read a message carefully or listen actively to it  f. receiving feedback - verbal and nonverbal reactions to the  communicated message  g. context:  i. surrounding environment  ii. broader culture (corporate culture, international culture, etc.)   1. Describe and demonstrate the following techniques to remove barriers in communication:   a. use clear verbal and body language to avoid confusion  b. be mindful of the demands on other people’s time   * 1. c. converse and deliver the message to people of varied backgrounds   2. and cultures   3. Research and create a table showing how a customer service  representative demonstrates effective communication strategies with:   1. a customer 2. a fellow worker 3. a supervisor | |
| ***Self Management*** | | |
| * Working independently and proactively without direct supervision. * Ability to work professionally and effectively with others in a team environment. * Be able to work flexible hours, which can include days, evenings, and/or weekends. * At the end of each day, enter or verify the times available to work for the upcoming 5 days. * Commit to completing training. * Preparing for your day. | | **Orientation**   1. 1. Describe the importance of prioritizing work 2. **Critical Thinking** 3. 1. Demonstrate the following dispositions: 4. a. intellectual humility and suspending judgment   b. intellectual courage  c. confidence in reason |
| ***Digital*** | | |
| * Have access to a computer with internet and an email account (to complete training). * The data collection instrument guides the enumerator through the data collection process. * On a daily basis, enumerators will use the OCS on a mobile device to receive their caseload, conduct their work, enter payroll information, and indicate times when they are available to work. * Basic computer skills with the ability to use touchscreen interface and mobile technology. * Use LIVE map with route to cases, daily workload, sequencing, auto routing. | | **Employability**   1. Use portable device and touch screen, such as smart phone 2. Use google maps or digital map application 3. Basic care and maintenance of portable devices such as how to charge device, etc. 4. Basic smart phone operation and how to engage a key pad 5. Hands free operation while driving 6. Complete online forms and profiles 7. Upload and submit documents 8. Use email account 9. Utilize FAQ's 10. Use different browsers |
| ***Clerical*** | | |
| * Clerical knowledge of managing files and records, office procedures and terminology. * Good organizational skills. * Verify and validate information on paper or digitally. * Ability to manage time efficiently. * Complete an application and answer assessment questions. * Maintain and submit records if hours worked, miles driven, and expenses incurred in the performance of duties. * Ability to use checklists and materials. * Enter/verify payroll information, including hours worked, mileage, and other expenses incurred. * Proceed through assigned caseload of interviews in sequence. | | **Business Math [for mileage]**   1. Describe the procedures for rounding off decimals. 2. Learn the numeric keyboard on the calculator and apply addition, subtraction, and decimal procedures. 3. Describe and demonstrate the procedures for multiplying whole numbers to find the product. 4. Describe and demonstrate the procedures for dividing whole numbers to find the quotient. 5. Multiply and divide numbers that contain decimals. |
| ***Critical Thinking*** | | |
| * Problem solving. * Evaluating information. * Strong attention to detail. * Ability to understand written instructions. Ability to read and use maps. | | 1. Describe the importance of determining the adequacy of information to  justify a conclusion and to predict probable consequences.  2. Describe the following cognitive techniques used to think critically:  a. comparing and contrasting ideals with actual practice  b. noting significant similarities and differences  c. examining or evaluating assumptions  d. distinguishing relevant from irrelevant facts  e. making plausible inferences, predictions, or interpretations  f. evaluating evidence and alleged facts  g. recognizing contradictions  h. exploring implications and consequences |
| ***Language*** | | |
| * Speak, read, and write in English. * Knowledge of the English language including the meaning and spelling of words, and grammar. | | **Communication Skills**   1. Use standard pronunciation, diction, vocabulary, and grammar in verbal communication. 2. Demonstrate active listening through oral and written feedback. |
| ***Policy Compliance*** | | |
| * Awareness of and attention to the privacy of personal and confidential information and the ability to ensure the security of information. * Access support line. * Physically capable to stand long periods of standing and walking, climbing stairs. | | **Communication Skills**   1. Identify the chain of command in the workplace and understand the importance of following it. 2. Read and follow written instructions.   **Employability Skills**   1. Describe and demonstrate appropriate follow-up procedures. 2. Driver License needed. Aware of driving policy. |