

Satellite Wagering Facility Admissions/Program Clerk
Knowledge, Skill, Ability, and Personal Characteristic Statements
Rating Results

KSAPC #	Knowledge, Skill, Ability, and Personal Characteristic Statement
K1	Receiving, disbursing and receipting for the Horse Racing forms, Horse Racing Programs, CA Lottery tickets, Com.Checks, and admission tickets for patrons.
K2	Basic accounting for maintaining records of money received from the Horse Racing forms, Horse Racing Programs, CA Lottery tickets, Com.Checks, and admission tickets.
K3	Basic mathematics (multiplication, division, addition, and subtraction) and their application to perform calculations.
K4	Communicate clearly and concisely, orally with superiors, peers, subordinate employees, other co-workers, and patrons to share information and contribute to the efficiency and productivity of the SWF.
K5	Using a calculator and adding machine.
S1	General skill of operating a calculator, adding machine, fax machine, and/or cash register.
S2	General skill in working with Excel worksheets and email.
S3	Follow written and oral directions.
S4	Communicate with patrons and other staff members.
A2	Perform daily basic financial record keeping receiving, disbursing, and reporting forms and spreadsheets.
A3	Perform basic mathematics (multiplication, division, addition, and subtraction) and their application to perform calculations.
A4	Follow procedures or daily routines as directed by supervisor.
A5	Evaluate situations accurately and take effective action.
A6	Establish and maintain cooperative relationships with the public.
A7	Communicate information and ideas orally in a clear voice using appropriate tone, volume, vocabulary, grammar, speed, and non-verbal cues so patrons and co-workers will understand.
A8	Communicate information and ideas in writing in a clear, articulate manner using appropriate tone, vocabulary, and grammar, so patrons and co-workers will understand.
SPC1	Work odd hours and holidays.
SPC2	Outgoing and friendly.