

Core Competencies

Communication & Interpersonal Skills

The employee interacts with everyone in a courteous and respectful manner; actively listens; clearly and effectively shares information; demonstrates effective oral and written communication skills; and consistently presents him/herself in a constructive and professional manner.

Collaboration/Teamwork

The employee cooperates and collaborates with colleagues as appropriate; supports the goals and values of the unit; shares responsibilities and enhances team morale; understands how his/her individual role contributes to the success of the unit; and ensures that working relationships with others reflect respect for differing approaches.

Customer Service

The employee anticipates and meets customer needs; communicates effectively with internal and external clients; builds relationships with constituents; follows through with commitments in a timely manner; and values the importance of delivering quality customer service to clients.

Inclusiveness

The employee shows respect for people and their differences; promotes fairness and equity; fosters a sense of belonging; contributes to building a community of openness and inclusiveness; and supports and encourages an environment that is both welcoming to all and positive.

Accountability

The employee promotes professional, ethical and compliant work standards and behaviors; represents the unit in a credible manner; complies with university and departmental policies; protects university assets; accepts constructive criticism and takes ownership and responsibility for his/her work; and does not abuse work schedule or leave practices.

Problem Solving/Decision Making

The employee takes initiative to identify problems; conducts comprehensive analyses of complex issues; involves others in seeking and evaluating solutions; makes clear, consistent, transparent decisions in a timely manner; acts with integrity in all decision making; distinguishes relevant from irrelevant information; and accepts challenges due to changing conditions, situations and work responsibilities.

Supervision (if applicable)

The supervisor uses an appropriate/effective management style; encourages employees to develop to the fullest potential; develops performance plans and conducts annual evaluations in a thoughtful and fair manner and in compliance with university policies; provides honest and on-going feedback; supports employee training, development and recognition; utilizes employee skills effectively; and seeks appropriate solutions to resolve personnel issues.

Leadership (if applicable)

The employee promotes professional and ethical work standards and behaviors; cultivates a standard of excellence that inspires and motivates employees; leads by example; develops trust and credibility; fosters positive morale; and aligns individual and programmatic goals to the university's mission and goals.

Strategic Planning & Organizing

The employee understands the program's/department's/college's role within the context of the university's vision, mission and values; aligns priorities and resources with broader goals; seeks input and evaluates options; measures outcomes; and manages projects to completion.

Fiduciary (if applicable)

The employee complies with university financial policies, laws, rules; protects university assets; and maintains continuous assessment of record-keeping procedures and internal controls