Quality & Quantity of Work:

Quality of Work
- Delivers work according to professional standards, both internal and external.
- Demonstrates thoroughness, accuracy, efficiency, and attention to detail.
- Shows professional accountability and responsibility for self and work output; projects professional appearance and attitude.
- Works independently (self-manages without the need of constant supervision), while maintaining open communication with supervisor to ensure projects and workload meet desired results.

Quantity of Work
- Uses work time for work activities; focuses on department function and university mission to plan and prioritize work.
- Completes tasks on schedule.
- Demonstrates punctuality and reliability; documents absences and effectively utilizes organizational and project management skills.
- Creates constructive practices for self; establishes and adheres to priorities.

“active learning. active life.”
- Sets both personal and professional goals; works to achieve them.
- Identifies and acknowledges one’s own strengths and weaknesses; works to emphasize strengths and improves weaknesses.
- Serves on campus committees and pushes others to become their best selves.
- Develops and follows an effective strategy for improving physical, intellectual, and/or mental health for increased job satisfaction and performance.

Leadership:

Initiative
- Willingly seeks additional responsibilities as time permits; shows an ability to adapt to new situations and change in the workplace.
- Receptive to and/or contributes new ideas, methods, processes, and procedures to improve efficiency.
- Anticipates needs, prevents potential problems, and takes or recommends effective action.

Leadership
- Exhibits appropriate leadership within the team; assists and/or directs colleagues in collective efforts to accomplish results through cohesive action.
- Accurately informs others of progress or conditions that may affect the team’s ability to meet its objectives.
- Exhibits high ethical standards and trustworthiness; responds appropriately to criticism and suggestions for improvement.
Staff Core Competencies

Communication:

Communication
- Demonstrates professional communication skills in a variety of formats with supervisors, coworkers, and students.
- Listens attentively, offers timely responses, and asks for clarification when needed.
- Consults with others who may be impacted or who can offer relevant information; provides relevant work-related information and ideas in an effective and timely manner.
- Fosters information sharing among involved parties.

Customer Service
- Responds accurately and promptly to internal and external inquiries.
- Collects input from internal and external customers to determine if needs are consistently met.
- Identifies areas of communication improvement and creates an action plan for resolution.
- Demonstrates professional communication skills in a variety of formats with individuals both within and outside of the University.
- Manages conflict, pressure and stressful situations well and develops effective solutions.

Strategic Thinking:

Knowledge
- Possesses and applies required knowledge and skills; understands and employs current information, methods, policies, and procedures to job responsibilities.
- Effectively uses required technologies, tools, and equipment.
- Maintains current knowledge of job methods, skills, techniques, and technology; stays informed about new developments affecting employee’s role, department responsibilities, and/or university mission.
- Welcomes and applies feedback from multiple sources.

Problem Solving
- Understands and responds to problems perceived by others.
- Appropriately gathers and evaluates information, identifies key issues and applicable stakeholders, and develops course of action to address issues in a timely manner.
- Seeks assistance and direction when necessary.
Staff Core Competencies

Serving Others:

Safety & Security
- Maintains a safe and professional work environment; understands and adheres to campus rules, regulations, and policies.
- Completes required campus or department trainings in a timely manner.
- Participates in accident prevention measures and exhibits work practices that meet health, safety, and physical security.
- Exercises appropriate care and maintenance of university property.
- Maintains information security and confidentiality through a secure work environment.

Serving Others
- Always uses good service techniques across a variety of interaction formats; courteous, empathetic, and friendly to all those who are served; supports and appropriately represents the University.
- Responds constructively to customer needs and improves processes to overcome barriers to providing good service.
- Adapts to serving and working with different personalities, communication styles, and cultures; shows behavior that respects and values individual differences.
- Contributes to processes that create and support a diverse environment; builds a climate of openness and inclusiveness.
- Supports diversity efforts throughout the university.

Teamwork
- Works cooperatively with supervisors and coworkers to accomplish the university mission.
- Demonstrates an understanding of the interrelatedness between department functions and between various departments and divisions.
- Strives to improve team processes and functioning.
- Values group as well as individual success.
- Willingly accepts supervision and direction; demonstrates flexibility in scheduling and fulfilling work assignments to meet department needs.
- Actively participates in meetings.

Management:

Change Management
- Initiates, supports, and promotes change and improvement; continuously reviews current methods and determines applicable innovation required to stay current.
- Seeks training and information to enhance effectiveness and service.
- Professionally advocates for unit’s current and future needs (budget, space, personnel, skills, supplies, equipment, etc.) and effectively manages selection, development, and implementation of work projects.

Fiscal Management
- Demonstrates honesty, integrity, and respect for university resources.
- Develops and recommends realistic, accurate, and complete budgets.
- Monitors fiscal activities and manages expenses with established budgeting, reporting, and control procedures.
- Implements sound fiscal management policies and procedures; maintains budget controls.
- Oversees efficient utilization of supplies, equipment, personnel, and other resources while maintaining or improving level of service.

People Management
- Effectively trains and leads assigned personnel.
- Promotes a shared vision, fosters teamwork, and establishes challenging and meaningful goals.
- Demonstrates clear understanding of work responsibilities and organizes workload to allow sufficient time to complete projects while challenging employee productivity.
- Encourages and initiates regular discussion of performance with subordinates; fosters their professional development.
- Conducts timely and honest performance reviews.
- Provides constructive feedback, praise for goal accomplishments, and generates performance improvement when needed.