

A set of well-defined knowledge, skills and abilities. (All competencies are **embedded into the online system** and are assessed at the end of the year.)

### Competencies include:

- Communication** – Expresses ideas and information in a clear and concise manner; tailors message to fit the interests and needs of the audience; delivers information in a manner that is interesting and compelling to the listener
- Customer Service** – Demonstrates patience, attentiveness, knowledge of the inquiry or takes initiative to find solutions, uses positive communication, willingness to help customer at all times and maintains relationships over time.
- Decision Making** – Bases decisions on a systematic review of relevant facts and information; avoids making assumptions or rushing to judgment; provides clear rationale for decisions
- Problem Solving** – Skilled at finding logical flaws in arguments and plans; identifies problems and solutions that others might miss; provides detailed insight and constructive criticism into problems and complex situations
- Professional Knowledge** – Keeps his/her skills current; effectively applies specialized knowledge and skills to perform work tasks; understands and masters the technical skills, knowledge, and tasks associated with his/her job; shares technical expertise with others
- Time Management** – Accurately estimates time required to complete actions and activities; adheres to schedules and timetables; completes things when he/she said they would; sensitive to the use of other people's time
- Work Effectiveness** – Understands how work gets done in organizations; builds networks that allow him/her to efficiently drive projects through the organizational structure; maximizes productivity while staying within constraints of formal organizational policies and rules