

ORGANIZATIONAL CAPABILITIES

<i>Coach-ability</i>
<ul style="list-style-type: none"> • Receptive to feedback • Willingness to learn • Embraces continuous development • Adjusts to new situations and assignments
<i>Collegiality</i>
<ul style="list-style-type: none"> • Helpful, respectful, approachable and team oriented • Builds strong working relationships within and among departments • Supports a positive work environment
<i>Communication</i>
<ul style="list-style-type: none"> • Balance in listening and talking • Speaks and writes clearly and accurately • Keeps others informed in a timely manner • Courteous and helpful in all interactions
<i>Continuous Learning & Self-Development</i>
<ul style="list-style-type: none"> • Displays an open, curious, non-judgmental attitude regarding differences of opinion • Remains respectful in communications and approach where disagreement exists • Demonstrates self-reflection and solicits feedback from others regarding performance • Identifies individual challenges and seeks opportunities to grow • Seeks feedback from others and uses other sources of information (e.g., professional organizations, publications) to identify appropriate areas for learning • Shows interest and pursues appropriate learning activities that fulfill self-development/ learning needs • Sets concrete goals for own activities and behavior in order to achieve desired work outcomes and meet or exceed expectations • Applies new technical and business information/knowledge to practical use on the job
<i>Efficiency</i>
<ul style="list-style-type: none"> • Plans ahead • Cost conscious • Thinks of better ways to do things • Pays attention to details • Manages time well, including punctuality and attendance • Takes time to consider facts and their application and implications • Completes assignments fully

<i>Initiative</i>
<ul style="list-style-type: none"> • Takes ownership of work • Does what is needed without being asked • Follows through • Eager to improve own performance
<i>Innovation</i>
<ul style="list-style-type: none"> • Supports a culture and process of empathy, ideation, evaluation, prototyping and implementation of new or improved offerings that also serve new users and outperform present practice
<i>Job Knowledge</i>
<ul style="list-style-type: none"> • Understands job procedures and methods • Demonstrates ability to acquire necessary skills • Expertness in completion of assigned tasks • Knows details of position • Learns work quickly • Proficient use of applicable technology systems (software/email)
<i>Quality and Compliance</i>
<ul style="list-style-type: none"> • Achieves a standard of excellence with work processes and outcomes • Accuracy and neatness of work • Reliability of work • Thoroughness of work • Timeliness of work and meets deadlines • Keeps informed about and honors University policies and all regulatory requirements
<i>Student Focus</i>
<ul style="list-style-type: none"> • Strives for high student satisfaction • Goes out of the way to be helpful and pleasant • Makes it as easy as possible on the student rather than the department
<i>People Management (for those with direct reports)</i>
<ul style="list-style-type: none"> • Sets clear expectations • Reviews progress • Provides timely feedback and guidance • Holds people accountable • Delegates appropriately

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