

# DIXIE STATE UNIVERSITY

## Staff Core Competencies

### **Quality & Quantity of Work:**

- Delivers appropriate level, quality, and amount of work and/or services according to professional standards.
- Proficiently carries out assignments; meets established deadlines and schedules.
- Demonstrates thoroughness, accuracy, efficiency, and attention to detail.
- Works independently; self-manages without the need for constant supervision.

### **Initiative & Problem Solving:**

- Willingly seeks additional responsibilities as time permits; shows an ability to adapt to new situations and change in the workplace.
- Is receptive to and/or contributes new ideas, methods, processes, or procedures to improve efficiency; anticipates needs; prevents potential problems; takes or recommends effective action.
- Understands and responds to problems perceived by others; appropriately gathers and evaluates information, identifies key issues, and develops course of action to address issues in a timely manner; involves appropriate parties; seeks assistance and direction when necessary.

### **Knowledge:**

- Possesses and applies required knowledge and skills; understands and employs current information, methods, policies, and procedures to job responsibilities; effectively uses required technology, 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; identifies and acknowledges one's own strengths and weaknesses; works to emphasize strengths and improve weaknesses.
- Participates in required and optional training and education to improve job-related skills, knowledge, competencies, and abilities; completes required training in accordance with deadlines.

### **Serving Others:**

- Uses good service techniques at all times across a variety of interaction formats; courteous, empathetic, and friendly to all those who are served; supports and appropriately represents the University.
- Responds accurately and promptly to internal and external inquiries; responsive to customer needs; 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 throughout the University.
- Collects input from internal and external customers to determine if needs are consistently met; identifies areas for improvement; identifies action plans for improvement.

### **Communication:**

- Demonstrates professional communication skills in a variety of formats with supervisors, coworkers, students, and internal and external customers; offers timely responses; listens attentively and asks for clarification as 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 to supervisors, coworkers, and customers; fosters information sharing among involved parties.
- Projects professional appearance and attitude.

### **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.
- Responds appropriately to criticism, suggestions for improvement; willingly accepts supervision and direction; demonstrates flexibility in scheduling and work assignments to meet department needs; cooperates in fulfilling assignments; actively participates in meetings.
- 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 impact the team's ability to meet its objectives; adaptable and flexible in meeting team goals.
- Manages conflict, pressure and stressful situations; develops effective resolutions; seeks collaborative solutions.

### **Time & Resources:**

- Exhibits high ethical standards and trustworthiness; uses work time for work activities; focuses on department and University goals; plans and prioritizes work; sets goals and works to achieve them.
- Demonstrates punctuality and reliability; documents absences; effectively utilizes organizational and project management skills.
- Creates constructive work practices for self; establishes and adheres to priorities; completes assignments on schedule; can balance multiple assignments as required; shows personal accountability and responsibility for self and work output.
- Exercises appropriate care and maintenance of University property.

### **Safety, Security, and Required Campus Trainings:**

- Maintains safe work environment; understands and adheres to safety rules, regulations, and policies; participates in accident prevention measures; maintains safety training; employee's work practices meet health, safety, physical security.
- Exhibits work practices and behavior that maintain information security and confidentiality; maintains secure work environment; adheres to information security requirements.