



Universal Duty Areas

Self Management *(required)*

Uses time and resources constructively.
Follows instructions.
Organizes and prioritizes tasks effectively.
Deals appropriately with interruptions.
Demonstrates honesty and keeps commitments.
Builds trust and credibility by demonstrating reliability and consistency.
Uses good judgment and establishes priorities.
Exhibits professionalism in behavior and personal presentation.
Adheres to assigned schedule and notifies supervisor of changes.
Follows attendance and leave policies.
Practices emotional control; handles frustrations and opposition professionally.

Civil Rights/Diversity Compliance *(required)*

Recognizes and respects the differences in people.
Supports the institution's non-discrimination objectives.
Works to assure a harassment-free work environment.
Demonstrates awareness and sensitivity to multi-cultural issues.
Works willingly and effectively with diverse coworkers and clients.

Choose one or more of the following...

1. Communication

Demonstrates oral communication skills required for the job.
Writes clearly and concisely.
Is willing to speak up, communicate information and ask for clarification.
Demonstrates appropriate non-verbal behavior.
Maintain confidentiality and shares ideas and information appropriately.
Listens to feedback and acts to improve.
Correctly uses spelling, grammar and punctuation.
Organizes and presents thoughts in logical sequence.
Sticks to the subject and avoids unrelated topics.

2. Problem Solving/Judgment/Decision Making

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| Collects and analyzes the information necessary to do a task. |
| Considers implications and consequences when choosing options. |
| Evaluates situations and takes appropriate action. |
| Establishes a proper course of action in a specific period of time. |
| Resolves problems within acceptable time frames. |
| Offers creative solutions. |
| Applies a logical and systematic approach to problem resolution. |

3. Teamwork

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| Listens to and respects the ideas of other team members. |
| Offers support for the proposals of others. |
| Expresses disagreement constructively. |
| Positively impacts team by establishing rapport and credibility. |
| Shares information, expertise and resources with others. |
| Pitches in to help coworkers. |
| Is willing to put in extra time and effort to get the job done. |

4. Quality and Quantity of Work

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| Clarifies expectations with manager about what needs to be done and how to do it. |
| Produces high-quality, error-free work. |
| Verifies information. |
| Meets number goals and expectations relating to amount of work produced. |
| Properly maintains records and equipment. |
| Seeks feedback from management to improve work. |
| Takes action to develop or acquire skills that enhance job effectiveness. |

5. Initiative

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| Assumes responsibility appropriate to the job and welcomes more. |
| Takes initiative to get the job done even if not specifically told to do so. |
| Acts decisively on critical issues. |
| Completes work despite obstacles. |
| Sets and communicates goals; then follows up with results. |
| Offers new ideas and suggestions. |
| Volunteers to work on significant projects. |

6. Flexibility/Adaptability

Accepts responsibility outside normal work area; offers to fill in when others are absent.

Adapts strategy when current approach is not effective.

Is receptive to change and adjusts willingly.

Is able to see the merit of perspectives other than his/her own.

Professionally handles modifications to planned schedule and objectives.

Has a positive outlook towards acquiring new knowledge.

Overcomes obstacles.

7. Technical Expertise

Demonstrates knowledge and skills necessary for the job.

Effectively applies technical knowledge to solve a range of problems.

Develops solutions to problems beyond existing methods or approaches.

Keeps informed about current developments in area of expertise.

Is sought out by peers to provide advice or solutions in area of expertise.

8. Leadership

Assumes leadership when necessary to facilitate change or resolve a problem.

Builds consensus.

Makes decisions in a decisive and timely manner.

9. Innovation/Creativity

Proposes and/or develops new methods and approaches.

Seeks more efficient and effective ways to get the job done.

Cooperates with others to produce innovative solutions.

10. Responsiveness to Clients

Demonstrates commitment to customer service.

Establishes and maintains effective relationships with clients.

Responds promptly to inquiries and requests.



11. Safety and Security

Maintains a clean, healthy and safe work environment.
Understands and adheres to safety policies and procedures.
Works to prevent accidents & injuries by following instructions and using protective gear.
Promptly reports accidents, hazards, crimes and emergencies to administration.

12. Supervision *(if daily supervision duties are specified in the job description)*

Stays informed about employee performance and job responsibilities.
Provides on-going feedback to improve employee performance.
Lets people know what is expected of them.
Encourages people to solve problems on their own.
Builds positive relationships.
Encourages teamwork.
Deals with sensitive situations in a firm and timely manner.
Encourages staff in professional development and improvement of skills.