Performance Behaviors

Service

- Responds to work area stakeholder requests
- Identifies stated stakeholder needs
- Solves problems if the situation as presented can be addressed
- Escalates complaints at the request of the stakeholder
- Responds, promptly, consistently and appropriately
- Asks clarifying questions
- Anticipates future service requests based on past transactions
- Follows up to ensure expectations have been met
- Identifies breakdowns in service
- Actively participates in College committees, including Staff Council, Multicultural, etc.
- Demonstrates understanding of stakeholder needs
- Collaborates with stakeholders to define needs, approaches and develop new service solutions
- Models and champions excellence in service; motivates others to improve service results
- Initiates service improvement activities
- Identifies, refers and takes appropriate actions to prevent service breakdowns
- Takes a leadership role in College committees, activities and events.

Quality

- Organizes and completes tasks as assigned
- Regularly seeks guidance in problem solving
- Takes accountability; ensures accuracy and applies attention to detail in all activities
- Protects the confidentiality of information pertaining to the College and its faculty, staff and students
- Recognizes when there is insufficient information and initiates additional research
- Probes beyond the stated situation, researches solutions and proposes or implements alternatives
- Identifies opportunities and/or inefficiencies and initiates processes improvement
- Mentors others in producing quality work

Technical Skills

- Demonstrates functional and technical knowledge and skills to perform all duties and accountabilities
- Applies proficient use of job-related skills
- Observes and integrates knowledge of College policies
• Demonstrates functional and technical knowledge and skills to perform all duties and accountabilities
• Applies proficient use of job-related skills
• Observes and integrates knowledge of College policies
• Is recognized as the “expert” in his/her area of knowledge
• Excels in all job-related skills and actively shares advice/training/clarification
• Uses knowledge of College operations and activities to improve work results

**Teamwork**

• Demonstrates basic knowledge of internal communication standards and practices
• Exchanges work unit information
• Demonstrates a basic understanding of work area goals and work expectations
• Regularly participates in community and team-building activities
• Works as a member of the team to achieve goals
• Creates working relationships that encourage collaboration and cooperation
• Actively participates in College committees, including Staff Council, Multicultural, etc.
• Stays actively engaged and committed to team projects and initiatives
• Models leadership and teamwork
• Participates in College committees, activities and events by assuming a leadership role.