



Exempt Competencies

Decision Making and Expense Management

- Thoroughly examines problem situations and defer to others as needed.
- Streamlines work processes and increases efficiency by focusing on achieving critical priorities. Suggests effective solutions that focus on decreasing expenses and saving time.
- Uses a strong, rational decision-making process to gather key facts and information to make assessments and solid recommendations.
- Coaches others on being both effective and efficient. Recognizes personal productivity as a key career development goal.

Innovation/ Flexibility and Initiative

- Encourages collaboration and innovation by contributing fresh ideas and alternatives to improve workflow. Does not change established processes without approval.
- Demonstrates an interest in professional development opportunities. Embraces technological changes and keeps up to date on developments within specialty.
- Exhibits an ability to translate organizational goals into personal action and efforts that move the organization forward. Serves as a valuable business partner to coworkers, vendors, and students.
- Quickly adapts to new practices, flexible in cross-training, and adjusts to changes in assignments and working conditions.

Job Knowledge

- Possesses a thorough knowledge and expertise of the position, and the execution of work in all of its dimensions. Serves as a subject matter expert in terms of troubleshooting.
- Demonstrates a natural curiosity about where the university is heading and how to help it get there faster. Takes a "strategic business partner" approach to solving challenges.
- Exhibits a deep level of understanding of the institution and the changing needs of higher education.
- Shares knowledge and expertise by participating on committees and taskforces to broaden exposure to other functions, disciplines, and roles within the institution.

Teamwork

- Practices open and honest communication, supporting a culture of trust and teamwork. Contributes to an environment where people cooperate, resolve conflicts, and set a positive example for others to give their best.
- Demonstrates collaboration by listening to the needs of others and accepting constructive feedback and suggestions. Creates an environment for learning, growing, and acquiring new skills.
- Actively promotes a culture of shared accountability and responsibility. Emphasizes teamwork, modeling the principle that both successes and challenges are shared. Advocates for a "WE ARE... MARSHALL" approach, ensuring team cohesion in daily tasks and overall objectives.

Productivity, Quality and Reliability

- Effectively utilizes job resources to achieve sets goals, completes assignments on time, and meet work quantity expectations. Uses sound judgment and designs work processes that maximize productivity without compromising quality.
- Operates independently with minimal supervision, contributing to a flexible and diverse work environment that fosters self-regulation and job satisfaction.
- Sets benchmarks for ongoing quality improvements and remains customer-focused, flexible and responsive.
- Exhibits reliability by streamlining workflows, meeting deadlines consistently, taking responsibility for actions, and handles special requests effectively.

Customer Focus

- Demonstrates a proactive and dedicated approach to exceeding customer expectations and achieving exceptional outcomes.
- Cultivates lasting relationships with clients by anticipating needs and ensuring timely follow-up.
- Identifies creative ways to set the Marshall apart from competitors, continuously striving to exceed expectations of those whom you serve.
- Adapts strategies and solutions to prioritize clients needs, adding value and managing interactions with tact and diplomacy.