

## **Non-Exempt Competencies**

**2025**

### **Teamwork**

- Builds strong, friendly, and supportive relationships with coworkers across the university, putting the team first and working hard to help everyone succeed.
  - Encourages others to do their best by showing kindness, care, and respect, while promoting a “We Are Marshall” spirit through shared wins and losses.
  - Communicates honestly and fosters a team environment where people help each other, work well together, and create a space where everyone can learn and grow.
  - Listens actively, accepts feedback, and supports a culture of continuous improvement, ensuring everyone feels included and motivated to contribute.
- 

### **Quality, Health, and Safety**

- Arrives on time and follows all policies and procedures.
  - Produces high-quality work efficiently while meeting goals and deadlines.
  - Stays focused and persistent when tasks are challenging, solving problems before they escalate.
  - Prioritizes safety by sharing improvement ideas, participating in safety training, and reporting any incidents or hazards immediately.
- 

### **Customer Focus**

- Resolves issues and supports customers, even when their needs change unexpectedly.
  - Builds positive relationships with all customers—including those who may be difficult—and becomes a trusted, dependable resource.
  - Communicates clearly and respectfully when requests cannot be fulfilled and seeks assistance when needed.
  - Strives to exceed expectations by delivering excellent service to customers, including students, faculty, or clients.
- 

### **Efficiency and Flexibility**

- Continuously looks for ways to improve work processes and embraces learning new tools or tasks.
  - Manages multiple responsibilities effectively and remains composed during delays or sudden changes.
  - Identifies potential issues early and communicates them promptly.
  - Demonstrates patience and adaptability when plans shift, supporting the team in achieving goals during busy or stressful periods.
- 

### **Professional Development and Technical Knowledge**

- Possesses strong job knowledge and uses technical skills to deliver outstanding results.
- Seeks opportunities to learn and stay current with the latest tools, methods, and industry updates.
- Maintains professionalism and composure when facing difficult or high-pressure situations.
- Completes all required training and keeps certifications and qualifications up to date.