



Non-Exempt Competencies

Teamwork

- Regularly builds strong, supportive, and constructive relationships with colleagues throughout the University.
- Goes the "extra mile" to achieve extraordinary outcomes by putting the needs of the team above their own
- Brings out the best in people by promoting an environment where everyone is encouraged to excel, and by demonstrating care and concern for their well-being.

Quality, Health and Safety

- Maintains standards of conduct in attendance and punctuality.
- Demonstrates best practices and maintains high standards of quality without compromising efficiency, satisfying all deadlines, goals, and objectives.
- Maintains performance standards through interruptions and challenges, while proactively addressing potential obstacles.
- Demonstrates a commitment to fostering a culture of safety, actively contributing ideas for safety improvements, participating in safety training, and ensuring prompt reporting of any accidents or safety violations.

Customer Focus

- Exhibits problem-solving abilities and flexibility in handling client's needs, ensuring timely and empathetic feedback, follow-through, and responsiveness to last-minute changes.
- Builds strong relationships, even with challenging clients, and is often seen as the "go to" person.
- Tactfully informs customers when their requests cannot be met and escalates matters for further review and approval as appropriate.
- Demonstrates exceptional commitment by consistently going above and beyond to achieve remarkable outcomes with total dedication to exceptional customer service that consistently exceeds students and clients' expectations.

Efficiency and Flexibility

- Continuously seeks to enhance effectiveness and efficiency by taking on new tasks, processes, and technologies proactively.
- Seamlessly manages multiple projects and views delays as opportunities to showcase preparedness and adaptability.
- Excels in anticipating and communicating potential issues before they arise.

- Demonstrates patience and flexibility in adjusting priorities to accommodate changing business needs or during crisis situations, thus ensuring the smooth progression of work and the attainment of organizational goals.

Professional Development and Technical Knowledge

- Possesses professional expertise and a comprehensive understanding of their role, consistently applying their knowledge and skills to excel in their responsibilities.
- Committed to maintaining and expanding their expertise, staying abreast of industry standards and technological advancements.
- Consistently models our University Creed and maintains professionalism and composure when faced with crises, and other difficult matters in the work environment.
- Attends all training programs and maintains certifications as required.