

FIELD & OFFICE STAFF COMPETENCIES

WORKING WITH PEOPLE

This core competency emphasizes the ability to perform with excellence and high ethical standards in meeting the County's vision, mission, and goals.

Interpersonal Skills

- Is courteous, tactful, and treats others with respect
- Consistently maintains interpersonal relationships that are congenial and promote efficient functioning
- Willingly helps others as needed to meet organizational objectives

Understanding and Respecting Diversity

- Demonstrates understanding of, and appreciation for, diversity in the workforce and community
- Understands, values and seeks out individual differences and strengths to achieve the vision and mission of the organization
- Holds self accountable for supporting the principles of diversity

Contributions to Team Building

- Respects, acknowledges and reinforces peers' contributions to team efforts
- Cooperates with their team and the broader organization and with customers to develop team spirit and common focus'
- Supports leadership skills in others
- Assumes responsibility for team shortcomings and shares accolades for success with the team
- Contributes to morale and organizational climate through striving for positive interactions and problem-solving approaches

Integrity/ Honesty

- Maintains a high standard of ethics and honesty
- Behaves in a fair and ethical manner

COMMUNICATING AND NETWORKING

This core competency is the ability to relate facts and ideas in a clear and effective manner. It also includes the ability to develop a professional network with other organizations and individuals to assist in solving issues and identifying the internal and external forces that impact the work of the organization.

Oral Communication

- Uses correct English grammar
- Relates information in a clear, efficient and effective manner
- Listens effectively to ensure mutual understanding and clarifies information as needed to achieve mutual understanding
- Engages in open exchange of ideas and demonstrates respect and receptivity to others' ideas and contributions

Written Communication

- Uses correct English grammar, punctuation, and spelling
- Expresses facts and ideas in a clear, organized and effective manner
- Ensures that all documents generated reflect the position and work of the organization

Partnering

- Establishes and maintains effective working relationships with coworkers and other internal units
- Develops and enhances networks
- Engages in cross-functional activities
- Works across organizational boundaries; finds common ground with a wide range of stakeholders

PUBLIC SECTOR KNOWLEDGE AND PERFORMANCE

This core competency involves the efficient and effective use of financial, human, and technological resources to accomplish the organization's mission. Inherent in this ability is the need to balance the acceptance of change with the need for stability. It also involves the ability to contribute to a work environment with creative thinking and the ability to maintain focus, intensity, and persistence, even under adversity and in the face of resistance to change by others.

Organizational Awareness

- Works to understand the internal and external environment that impacts the work of the organization
- Approaches each situation with a sensitivity to organizational and governmental reality; recognizes the impact of alternative courses of action
- Contributes to and supports plans to deal with unanticipated internal and external changes (e.g., budget cuts, new legislation, emergencies, disasters, or public health problems)
- Understands and supports organizational change

FIELD & OFFICE STAFF COMPETENCIES - continued

Accountability

- Supports the integrity of the organization by working within legal authority, structure, and frameworks
- Holds self accountable for rules and responsibilities
- Can be relied upon to ensure that assigned duties and responsibilities are completed in a timely manner and within budget
- Takes corrective actions that focus on results and attainment of meaningful outcomes

Service Motivation

- Contributes to an organizational culture that fosters the quality of service essential to high performance
- Assists others to perform well
- Shows a commitment to public service

Problem Solving

- Identifies and analyzes problems and reports to responsible management
- Distinguishes between relevant and irrelevant information to make logical recommendations and decisions
- Provides constructive solutions to individual and organizational problems

TECHNICAL JOB CREDIBILITY

This core competency requires knowledge, skills, and abilities in the technical work for which the employee is responsible.

- Is knowledgeable about the subject matter and understands and appropriately applies procedures, requirements, regulations, and policies related to specialized area
- Provides competent advice to higher-level management, peers, internal and external customers and stakeholders.
- Makes constructive recommendations to support technical functions
- Assumes responsibility for identifying his/her own training and development needs

Added discipline-specific elements:

[Supervisors must develop these elements to complete this competency.]