

PROFESSIONAL STAFF COMPETENCIES

WORKING WITH PEOPLE

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

Interpersonal Skills

- Is tactful, compassionate, sensitive, and treats others with respect
- Serves as a positive example
- Assesses and responds to the needs, feelings, and capabilities of different people in various situations
- Resolves conflicts in a positive and constructive manner
- Openly shares information with appropriate individuals to meet organizational objectives

Supporting Diversity

- Understands, values and seeks out individual differences and strengths to achieve the vision and mission of the organization
- Holds self accountable for achieving results that embody the principles of diversity
- Shares opportunities to maximize the capabilities and contributions of peers to achieve the organization's goals

Contributions to Team Building

- Acknowledges and reinforces peers' contributions to team efforts
- Supports cooperation within the organization and with customers to develop team spirit and a 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 BUILDING COALITIONS

This core competency involves the ability to explain and advocate facts and ideas in a convincing manner while communicating and negotiating with individuals and groups. It also includes the ability to develop a professional network with other organizations and individuals to assist in

PROFESSIONAL STAFF COMPETENCIES - continued

solving issues and identifying the internal and external forces that impact the work of the organization.

Oral Communication

- Uses correct English grammar
- Makes clear and convincing oral presentations and discussions
- Listens effectively to ensure mutual understanding and clarifies information as needed to achieve mutual understanding
- Facilitates an open exchange of ideas and fosters an atmosphere of open communication through demonstrated respect and receptivity to others' ideas and contributions

Written Communication

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

Influencing/ Negotiating

- Persuades others, builds consensus through give and take
- Gains cooperation from others to obtain information and accomplish organizational goals
- Facilitates "win-win" situations

Partnering

- Establishes and maintains effective working relationships with internal units and strengthens internal support bases
- Develops and enhances networks and alliances
- Engages in cross-functional activities
- Collaborates across functional 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 change with stability and continuity while striving to improve customer service within the basic government framework. It also involves the ability to contribute to a work environment that encourages creative thinking and the ability to maintain focus, intensity, and persistence, even under adversity and in the face of specific as well as institutional resistance to change.

PROFESSIONAL STAFF COMPETENCIES - continued

Organizational Awareness

- Identifies the internal and external environment that impacts the work of the organization
- Approaches each situation with a clear perception of organizational and governmental reality; recognizes the impact of alternative courses of action
- Understands linkages between administrative competencies, mission needs, and legal constraints
- 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)

Vision

- Takes a long-term view and acts as a catalyst for organizational change
- Builds a shared vision with others
- Has the ability to influence others to translate vision into action
- Contributes to the organization's potential for driving performance to higher levels of effectiveness and productivity

Accountability

- Maintains effective and efficient controls to ensure the integrity of the organization including working within legal authority, structure, and frameworks
- Holds self accountable for rules and responsibilities
- Can be relied upon to ensure that projects within areas of specific responsibility are completed in a timely manner and within budget
- Monitors and evaluates plans
- Takes corrective actions that focus on results and measure attainment of meaningful outcomes

Service Motivation

- Contributes to an organizational culture that fosters the quality of service essential to high performance
- Assists others in acquiring the tools and support they need to perform well
- Shows a commitment to public service
- Influences others toward a spirit of service and meaningful contributions to both internal and external customers

Problem Solving

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

TECHNICAL CREDIBILITY

This core competency requires broad knowledge, skills, and abilities in the technical area(s) for which the professional is responsible.

- Is knowledgeable about the subject matter and understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise
- Provides expert advice to higher-level management, peers, internal and external customers and stakeholders.
- Makes sound capital resource recommendations to support technical functions
- Assumes responsibility for training and development needs

Added discipline-specific elements:

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