



Competencies

Communication	Effectively shares/disseminates information; listens to others and incorporates/integrates information. Uses oral, written and interpersonal communication skills to achieve role objectives.
Customer Service Focus	Effectively and efficiently meets the needs of customers; delivers high quality service and makes customer service a priority by seeking ways to improve service through innovation.
Technical Knowledge/Competence	Demonstrates the necessary knowledge to effectively perform job and ability to apply learning to job responsibility. Acquires new skills, knowledge and abilities as required by the job.
Problem Solving	Identifies problems, seeks solutions and effectively solves problems.
Teamwork	Works effectively and cooperatively with others to achieve organizational goals.
Managing Self	Works with minimal supervision and manages own time effectively.
Supervision and Management	Structures and directs the work efforts of others. Coaches, develops and evaluates the performance of others. Promotes equal opportunity in areas such as hiring, promotion, or placement and demonstrates a level of personal and organizational commitment to equal opportunity.
Leadership	Can be relied upon to guide others to the accomplishment of objectives/responsibilities, to promote teamwork and to resolve problems.
Decision Making	Able to make sound decisions and demonstrate decisiveness.