Core Competencies

Job Knowledge: Clearly understands and demonstrates job duties and responsibilities; possesses and maintains job knowledge; effectively demonstrates technical knowledge and skills; follows processes, procedures, policies, and statute; learns and applies new job skills.

Customer Focus: Strives to satisfy the needs of internal and external customers; is respectful, considerate, consistent, and responsive to customers' needs; is committed to a customer service-oriented culture.

Continuous Improvement: Actively seeks and initiates creative and innovation solutions; is self-motivated and willing to take reasonable risks to benefit the Department and its customers; is flexible and adapts well to change.

Working Relationships: Promotes a positive, professional atmosphere; works effectively with team/work group and others to accomplish objectives; seeks to resolve conflicts through common solutions; takes personal responsibility for actions and behaviors; displays and promotes integrity; is respected by work group, stakeholders, and customers.

Results Oriented: Takes ownership for results; prioritizes and organizes work effectively to meet assigned deadlines; takes initiative; produces high-quality work; meets attendance and punctuality requirements.

Supervisor Competencies

Performance Management: Completes goals and performance appraisals in a timely manner; effectively communicates expectations, provides feedback, and addresses performance issues with staff; provides guidance and opportunities to direct reports for their development and advancement.

Leadership: Fosters employee engagement to achieve organizational success; strives to incorporate innovative ideas; leads by example; communicates a clear, understandable vision; aligns goals with the Department's direction.