

Required Competencies

Client Focus

Demonstrates a consistent high level of client service by setting priorities based on client needs and continuously seeking ways to meet and exceed client

Attention to Detail

Approaches work in a disciplined and orderly fashion that clearly demonstrates the ability to complete tasks in a detailed, accurate and timely manner.

Teamwork and Collaboration

Demonstrates the ability to effectively collaborate on projects and achieve optimal results by working both as a member of a team and with individuals throughout the organization.

Communication (Oral)

Effectively expresses messages orally in a wide variety of situations including face-to-face and over the phone; choosing appropriate vocabulary; listening for understanding; probing for facts and encouraging feedback.

Communication (Written)

Produces clear, concise and effective written communication that is understood and accepted by others; adapts style to meet the needs of various groups or individuals to ensure comprehension.

Flexibility and Adaptability

Demonstrates an ability to adapt and thrive in an atmosphere of changing priorities and circumstances.

Empathetic Listening and Responding

Listens and responds to the opinions and perspectives of others with genuine concern, understanding and tolerance.

Initiative

Demonstrates initiative without specific direction; completes tasks by removing barriers and locating necessary resources.

Results Oriented

Consistently demonstrates a focus on achieving results despite obstacles and challenges by being concerned with the quality of work and achieving or surpassing excellence standards.

Problem Solving

Gathers, integrates and analyzes data with enthusiasm, accuracy and task proficiency.