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| **Core Competencies (expectations for all UMMS employees):** |
| **ACCOUNTABILITY** |
| Holds self and others accountable for measurable, high-quality, timely, and cost effective results  |
| Consistently demonstrates energy, enthusiasm, and maximum effort in completing responsibilities  |
| Demonstrates flexibility in response to changing priorities  |
| Accepts personal responsibility for own actions, including errors |
| Supports other team members by prioritizing and altering daily routines to complete assignments |
| Complies with established policies, procedures, and rules  |
| Participates in cross-functional teams and works effectively with employees from diverse backgrounds  |
| **INITIATIVE** |
| Takes prompt action to accomplish tasks and meet goals and objectives  |
| Completes assignments with minimal direct oversight  |
| Utilizes equipment, supplies, and technology to achieve maximum efficiency |
| Recommends process improvements within department and organization |
| Collaborates with other employees and departments as needed |
| Actively participates in the development and achievement of team goals |
| **PROBLEM SOLVING/DECISION MAKING** |
| Identifies and analyzes problems weighing the relevance and accuracy of available information and recognizing one's filters, privileges, biases, and cultural preferences |
| Generates and evaluates alternative solutions and makes effective and timely decisions |
| Reviews the effects and implications of decisions and takes appropriate follow up actions |
| **QUANTITY/QUALITY of WORK** |
| Pays close attention to detail |
| Strives to achieve accuracy and consistency in all tasks |
| Organizes work to achieve maximum productivity |
| Actively applies strategies and tactics that routinely deliver results  |
| Follows all safety rules, proactively works to prevent accidents, and encourages the use of sound judgment in order to comply with departmental and UMMS safety policies and procedures |
| Produces a consistently high volume of work that also meets quality standards |
| **SERVICE ORIENTATION** |
| Applies effective interpersonal and problem-solving skills when responding to clients |
| Treats all of our diverse internal and external clients with respect and courtesy |
| Understands the needs and expectations of diverse clients and anticipates how to fulfill them |
| Demonstrates cultural sensitivity and competence when interacting with clients, fellow employees, and guests |
| Takes personal responsibility applying proactive, solution focused approaches in responding to client needs |
| **DIVERSITY & INCLUSION** |
| Understands how social group identities shape the settings in which we work |
| Demonstrates self-awareness and the ability to see other points of view, valuing diverse experiences and ways of knowing |
| Negotiates conflict and facilitates discussions with culture competence and cultural humility |
| Shows commitment to continuous learning/improvement in managing diversity |

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| **Leadership/Management (for those with supervisory responsibilities)** |
| Sets clear priorities, goals and expectations and provides timely, constructive, and balanced feedback in holding staff members accountable |
| Delegates effectively and empowers team members and flexes style when faced with diverse teams understanding and effectively managing complex group dynamics and diverse perspectives |
| Manages performance problems and team conflicts skillfully |
| Demonstrates effective mentoring, developing and motivating skills |
| Inspires and fosters team commitment, spirit, pride and trust and is attentive to the well-being of her/his staff |
| Takes a long-term view building a shared vision with staff in planning, decision making, and process improvement |
| Acts as a positive role model |
| Ensures that diverse, talented employees are appropriately recruited, selected, oriented, and acclimated to the organization |