



CAREER PROGRESSION FRAMEWORK

UConn

HUMAN RESOURCES

HOW TO USE THIS FORM

The Career Progression Framework will consist of Universal Competencies related to the University’s Mission, Core Competencies per Occupational Group related to the position’s job template and the selection of two (2) Professional or Manager Competencies related to the position.

Supervisors should complete this form for each position. It is not required to have a Framework for each employee in the same classification within the same department, but it may be necessary to complete more than one Framework based on the specialization for that position.

Completed Career Progression Frameworks with appropriate signatures should be uploaded to the [Career Progression Framework Library](#) for review and approval by Human Resources.

A list of all required and available competencies can be found in the [Competency Library](#) on the Career Progression website. Please work with your designated HR Specialist if you have any questions.

POSITION DETAILS

Employee(s) Name (if applicable): Henry Husky

Job Template Title: Educational Program Assistant 2

Level: P2

Working Title: Departmental Assistant

Department: Department of Plant Science

Supervisor Name: Joann UConn

Is this a New or Revised Career Progression Framework?

New

Revised

If Revised, what is being edited? [Click or tap here to enter text.](#)

COMPETENCY STATEMENTS

Describe what specific observable and measurable behaviors, capabilities, expertise and/or understanding that is required to achieve the designated rank of Proficient, Advanced and Expert for each competency. Be clear, direct, and detailed.

To aid in the development of drafting competency statements, Human Resources has developed broad definitions of each competency and measurable and observable competency statements for each competency across all three ranks. Please visit the [Career Progression](#) website for the full competency list with competency statements and training on how to create the Career Progression Framework.

UNIVERSAL COMPETENCIES

Universal Competencies are competencies that are related to the [University's mission](#). These competencies are required for all employees, regardless of job template or position.

Competency: Valuing Diversity

Proficient	Advanced	Expert
<p>Actively seeks to treat students, faculty, and staff with respect. Recognizes the value in having a diverse population at the university by working collaboratively with individuals of diverse cultural, social and educational backgrounds. Supports fair treatment and equal opportunity for all by creating an open and inclusive atmosphere for where students, faculty and staff feel comfortable sharing their viewpoints and experiences.</p>	<p>Pays attention to diverse viewpoints using active listening skills, even if they may conflict with own personal views, to understand and address needs and perspectives of students, faculty and staff. Promotes inclusive behavior when interacting with our students, faculty, and staff by being aware of potential cultural sensitivities and avoids using imagery, symbols, or language in all media that could be offensive or exclusive. Challenges and addresses bias from students, faculty and staff by encouraging open communication and feedback from individuals with diverse backgrounds to create policies and procedures that resonates with and respects diverse audiences.</p>	<p>Serves as a coach or mentor to others on respectful communication if issues arise. Seeks different points of view, especially those of students and faculty, incorporating their views and needs into services of the department. Stays informed about best practices in diversity and inclusion by attending conferences, workshops, and seminars, and share insights with the team to exemplify inclusiveness in the department. Develops marketing and outreach strategies that target a diverse audience and highlight the inclusivity of the programs and events.</p>

Competency: Innovation/Creativity

Proficient	Advanced	Expert
<p>Questions/challenges departmental and college administrative and operational policies to identify areas for improvement. Actively contributes to department meetings to generate new ideas in areas of purchasing, travel and outreach. Voluntarily puts forward suggestions for improvements. Promotes improvement ideas for own works as well as departmental processes.</p>	<p>Shifts attention and priorities in response to needs of faculty, staff, and students, demonstrating an understanding of the academic calendar, in the process. Researches and reviews curricular, promotional or outreach materials and programs from other departments across the University and suggest changes for improvement. Assesses faculty purchasing and travel needs to improve policies and procedures. Explores new ideas, methodologies, and alternatives for performing work to increase personal and departmental effectiveness and efficiency</p>	<p>Researches industry trends and best practices and brings forward innovative curricular or academic solutions to the team with little to no guidance. Draws on options and solutions from across the University, not just from our department or college, to solve problems. Predicts student and faculty needs through creative problem-solving methods.</p>

Competency: Leadership		
Proficient	Advanced	Expert
<p>Promotes the goals and objectives of the Plant Science department as it relates to the student experience. Demonstrates professionalism when representing department. Researches University and state/federal regulations that apply to the department to determine the correct course of action.</p>	<p>Serves as a member of a project team related to purchasing and travel and assists in developing solutions. Determines the impact of changing policies, procedures, laws and regulations to the department and provides suggestions for implementation. Works with others to create and implement plans that advance the department's core values and supports student learning; identifies and sets collective goals.</p>	<p>Advises and guides students, faculty and staff in addressing issues which requires an in-depth understanding of the department's culture, issues and relationships. Contributes to defining departmental strategies and vision and how to achieve them. Organizes collaboratively with university departments around shared interests of the department. Analyzes and strengthens alliances with a diverse and inclusive set of stakeholders to implement, support, evaluate, communicate and sustain program objectives.</p>

CORE COMPETENCIES PER OCCUPATIONAL GROUP

Core Competencies per Occupational Group are competencies that are related to the Occupational Group that the position's job template falls under. Each Occupational Group has a list of competencies that all classifications under that group will be required to be used. To determine the core competencies for the position's job template, please visit the [Competency Library](#) website.

Competency: Customer Service		
Proficient	Advanced	Expert
<p>Responds promptly and accurately to students, faculty and staff based on established policies and procedures. Maintains productive and collaborative relationships with faculty, staff, and students. Receives inquiries and is attentive when answering questions. Seeks out answers to commonly asked questions and is prepared when students, staff, or faculty come for answers. Follows up on issues needing policy interpretation with higher-level staff or supervisor and responds back.</p>	<p>Explains the impact of changing policies and procedures, especially focused on student and faculty needs. Develops and maintains productive and collaborative work relationships with all faculty, staff and students by soliciting input and incorporating suggestions into department improvements. Demonstrates empathy when understanding the problem and coming up with a solution by adapting tone and style to the audience. Remains calm even when students or faculty are upset. Identifies and understands student and faculty service issues, client needs, and matters of a recurring</p>	<p>Anticipates travel and purchasing issues and proactively creates solutions/services to mitigate impact and prevent problems from arising. Anticipates unique needs of students and faculty and provides services/answers tailored to their requirements. Seeks and integrates customer feedback into service improvements through ensuring that customer perspectives are considered in decision-making processes.</p>

	nature to address and resolve the issue.	
Competency: Problem Solving		
Proficient	Advanced	Expert
<p>Identifies, recognizes and resolves programmatic and purchasing problems based off of established guidelines and precedents.</p> <p>Researches and seeks out answers to the problem.</p> <p>Utilizes brainstorming to identify solutions.</p> <p>Collaborates with others to solve problems and make decisions.</p>	<p>Independently assesses and resolves difficult or sensitive programmatic problems through research and review of policies and procedures for the unit/department and explaining implication or impact of the resolution.</p> <p>Provides options for addressing identified programmatic problems within limited resources and anticipates immediate consequences of the implementation of those solutions.</p>	<p>Identifies ineffective purchasing and travel policies/procedures, develops several alternative solutions, anticipates potential obstacles and develops contingency plans to overcome them.</p> <p>Develops resolution strategies and resources for the department and serves as a resource for the office in travel and purchasing matters to others in resolving issues and problems.</p>
Competency: Time Management		
Proficient	Advanced	Expert
<p>Reviews daily schedule to determine priority of purchasing, travel, and other programmatic tasks.</p> <p>Schedules tasks and prioritizes in order to meet academic calendar deadlines, organizes and follows through on multiple tasks without prompting.</p> <p>Organizes the collection of resource and departmental materials for staff and faculty and general program information in order to answer questions easily and quickly.</p>	<p>Foresees roadblocks in travel and purchasing process and provides resources and solutions to assist faculty in a timely manner.</p> <p>Establishes time-based deadlines for each task to allot ample time for the important tasks and balances it with urgent travel or purchasing requests.</p>	<p>Identifies future needs and emerging trends in purchasing and travel and incorporates into long range goals for the position.</p> <p>Serves as a subject matter expert in time management by coaching colleagues in the appropriate timing for tasks and effective techniques to use.</p>

ADDITIONAL PROFESSIONAL OR MANAGER COMPETENCIES

Select two additional Professional Competencies for those positions with a job template in a Professional Category (P1-P7) or Manager Competencies for those positions with a job template in a Manager Category (M6-M8). The Professional Competencies should be related to the employee’s job specification and/or specific discipline for their position. Manager Competencies should be related to the employee’s role of providing a combination of supervision/management over a department charged with providing a variety of cross-disciplinary services. A list of available competencies can be found on the [Competency Library](#) website.

Competency: Teamwork/Collaboration		
Proficient	Advanced	Expert
<p>Works towards the shared goal of the department’s team.</p> <p>Displays a positive approach to working with others.</p> <p>Encourages other team members by being open to ideas and respecting different viewpoints. Cooperates with and supports others.</p> <p>Completes team project responsibilities independently and effectively.</p>	<p>Adjusts and adapts working style/method when working collaboratively with staff and faculty to achieve purchasing and travel results.</p> <p>Where appropriate, passes constructive feedback to colleagues.</p> <p>Regularly volunteers and participates in team projects and/or committees.</p>	<p>Encourages teamwork across the department by involving staff from other specialty areas for problem resolution.</p> <p>Serves as a role model and coaches student workers in building strong working relationships and encouraging collaboration across the department.</p> <p>Proactively reaches out departments across the University to collaborate on similar tasks to develop best practices.</p>
Competency: Attention to Detail		
Proficient	Advanced	Expert
<p>Monitors and checks work or information thoroughly before processing travel or purchasing submissions.</p> <p>Completes all work according to department, Travel and Purchasing procedures and standards.</p> <p>Collects and organizes materials to be prepared when attending meetings and presentations</p>	<p>Monitors quality of work by setting up procedures for purchasing and travel reimbursements.</p> <p>Double-checks the accuracy of information and work product to provide accurate and consistent work.</p> <p>Acts to verify information. Carefully monitors the details and quality of work.</p>	<p>Recommends new systems, procedures and/or processes to organize and keep track of purchasing and travel information and work progress.</p> <p>Plans in advance for important deadlines so there is not a rush at end to complete work.</p> <p>Researches topics in specialty area, identifies potential sources of information, and provides all information to colleagues.</p>

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SIGNATURES

SUPERVISOR REVIEW

I acknowledge that I have completed this Career Progression Framework in consultation with Management and Human Resources for this position. I will share this with the employee(s) in this position and assist in their progression through this plan.

Supervisor Signature: Joann UConn

Print Name: Joann UConn

Date: 5/26/2023

OVERALL COMMENTS *(Optional)*

Click or tap here to enter text.

MANAGER OUTSIDE OF ANY BARGAINING UNIT REVIEW

I acknowledge that I have reviewed and support this Career Progression Framework.

Manager Signature: Mike Manner

Print Name: Mike Manner

Date: 5/25/2023

OVERALL COMMENTS *(Optional)*

Click or tap here to enter text.

HUMAN RESOURCES SECTION (HR use only)

Approved

Denied

HR Specialist Signature: Valerie Archer

Print Name: Valerie Archer

Date: 5/28/2023

NOTES/COMMENTS

Click or tap here to enter text.