



Core Competencies per Occupational Group Competency Statement Examples

Occupational Group: Academic Programs/Services

Competency: Customer Service

Definition: Provides quality information and responses to the unit's customers, including clear and calm responses; actively listens and engages in order to truly understand their needs; provides assistance to the satisfaction of the customer within service levels and standards of the unit.

Job Template: Instructional Developer

Proficient	Advanced	Expert
<p>Provides accurate and clear information to faculty and department stakeholders regarding instructional design services, responding promptly and professionally to inquiries and requests.</p> <p>Collaborates effectively with faculty to design various course types, engaging in proactive discussions, maintaining open lines of communication, and addressing concerns promptly to ensure a supportive and collaborative relationship that enhances course design.</p> <p>Seeks feedback from faculty, attentively listen to their concerns, and respond with empathy, showing a genuine understanding of their feelings and needs to fosters a more supportive working environment.</p>	<p>Successfully addresses complex and challenging issues presented by customers through working closely with them to find solutions that meet their specific requirements.</p> <p>Effectively engages with a wide range of stakeholders, including faculty, department leads, eLearning Developers, and external partner through adapting their communication style to enhance collaboration and ensure that everyone is well-informed.</p> <p>Identify potential challenges in course design, engage in creative problem-solving, and respond effectively to address concerns and optimize the course materials.</p>	<p>Researches emerging educational technologies and best practices, then guides faculty in implementing groundbreaking educational methods. They set the standard for academic innovation and lead the transformation of UConn's educational landscape.</p> <p>Anticipates potential customer issues and takes proactive steps to prevent them, leading to a decrease in the time required to resolve problems and a more seamless customer experience.</p> <p>Fosters a culture of collaboration and support within the team and across departments by encouraging open dialogue, mutual respect, and a shared sense of purpose.</p>

Competency: Problem Solving

Definition: Identifies and understands issues, problems, or opportunities; analyzes, develops possible solutions, and takes or suggests the appropriate course of action; remains calm under pressure and follows steps to achieve solution.

Job Template: Assistant Teacher

Proficient	Advanced	Expert
<p>Identifies and recognizes children's individual needs and arranges classroom environment to meet those developmental needs.</p> <p>Observes how the Master Teacher resolves conflict and solves other problems in the classroom, and</p>	<p>Provides recommendations to the Master Teacher for curriculum and program goals to better fit the needs of the children.</p> <p>Researches problem solving methods for teachers in early-childhood education programs.</p>	<p>Utilizes own understanding of children's individual needs, desires, and program goals and recommends educational innovations and improvements to provide the best classroom environment to meet developmental needs.</p>

<p>engages in conversation with the Master Teacher to improve own problem solving ability.</p> <p>Assists in training and leading student staff, provides performance feedback to the Master Teacher, including areas for growth and/or potential concerns.</p>	<p>Creates resource documents, including standard operating procedures and provides to student staff to uphold staff behavioral/working standards.</p>	<p>Compiles knowledge of problem solving techniques from Master Teacher observation and research, and utilizes them to resolve sensitive problems related to children's behavior independently.</p> <p>Serves as a resource for student staff in resolving children's behavioral issues or problems and assists them in developing resolution strategies.</p>
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Competency: Time Management

Definition: Plans and effectively prioritizes work to accomplish tasks and achieve objectives by established deadlines; exercises conscious control of the time spent on specific activities, to increase effectiveness, efficiency and productivity.

Job Template: Educational Program Assistant 1

Proficient	Advanced	Expert
<p>Reviews daily schedule to determine priority of purchasing, travel, academic record changes and other academic transactions.</p> <p>Answers routine inquiries, via telephone, email, or in-person based on established departmental and university procedures and timeframes.</p> <p>Organizes the collection of resource materials, program information and promotional materials for student recruitment and general program information in order to answer questions easily and quickly.</p>	<p>Creates time-based project plans to include things like securing facilities, catering, for program logistics to ensure each is completed on time and allow time for urgent requests.</p> <p>Foresees roadblocks in processing academic record changes, processing necessary academic forms, and maintaining accurate academic records to assist students in a timely manner.</p>	<p>Identifies future needs and emerging trends in academic, outreach, and recruitment planning and activities 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>

Occupational Group: Administrative Services

Competency: Customer Service

Definition: Provides quality information and responses to the unit's customers, including clear and calm responses; actively listens and engages in order to truly understand their needs; provides assistance to the satisfaction of the customer within service levels and standards of the unit.

Job Template: Administrative Program Support 2

Proficient	Advanced	Expert
<p>Effectively communicates with staff, providing clear information, and addressing inquiries promptly to ensure colleagues are well-informed about program-related matters.</p> <p>Tailors communication methods when providing program information, using clear and concise language when speaking with staff and offering</p>	<p>Encourages a culture of open feedback by soliciting input from staff, actively incorporating their suggestions into program improvements, and ensuring their voices are heard.</p> <p>Fosters a positive team culture by initiating cross-departmental communication, bridging information</p>	<p>Takes the lead in coordinating departmental projects through tracking timelines and ensuring all team members are aware of their responsibilities.</p> <p>Seeks and integrates customer feedback into service improvements through ensuring that customer perspectives are considered in</p>

<p>more detailed explanations when dealing with complex administrative procedures.</p> <p>Demonstrates prompt response to staff inquiries or concerns via email or phone, ensuring that their questions and requests are addressed within a reasonable timeframe.</p> <p>Listens to staff members' concerns and suggestions during team meetings, acknowledging their input and demonstrating a commitment to addressing their needs.</p>	<p>gaps, and strengthening collaboration across the organization.</p> <p>Successfully handles complex or challenging customer inquiries or issues through collaborating with colleagues to find comprehensive solutions.</p> <p>Edits and formats various documents such as memos, reports, and announcements, ensuring they are error-free and follow departmental guidelines.</p>	<p>decision-making processes.</p> <p>Anticipates staff needs and expectations through possessing a deep understanding of the daily operations and unique challenges of the staff members, resulting in a harmonious work environment and optimized performance.</p>
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Competency: Problem Solving

Definition: Identifies and understands issues, problems, or opportunities; analyzes, develops possible solutions, and takes or suggests the appropriate course of action; remains calm under pressure and follows steps to achieve solution.

Job Template: Contracts Specialist 2

Proficient	Advanced	Expert
<p>Monitors contracts and agreements, identifies issues, and takes corrective actions to ensure compliance with Federal and State statutes/regulations, Board of Trustee policies, Office of the Attorney General guidelines, University procedures, and contract terms and conditions.</p> <p>Collaborates with other Contract Specialists to identify and resolve complex and sensitive contract-related issues more effectively and efficiently.</p> <p>Identifies risks in drafted contracts and during vendor negotiations/consultations and provides guidance to stakeholders and colleagues to minimize risk to the University.</p>	<p>Analyzes new or changes to existing contract regulations and procedures, at the Federal, State, and University levels, anticipates any consequences or impacts of those changes, and provides guidance to assigned personnel and stakeholders regarding implications of those changes.</p> <p>Utilizes technology to identify trends and commonly occurring contract issues and recommends improvements to the contract management process.</p> <p>Anticipates risks during the contract management process and recommends solutions to stakeholders utilizing own knowledge of best practices.</p>	<p>Anticipates and addresses difficult and/or sensitive issues in the contract management process and creates contingency plans and proactive strategies to ensure compliance with Federal and State statute, and internal guidelines, procedures, and contract terms/conditions.</p> <p>Evaluates and analyzes the processes used in the development, negotiation, and drafting of complex and higher-level procurement contracts, determining effective and ineffective solutions, and implements changes to be most effective.</p>

Competency: Time Management

Definition: Plans and effectively prioritizes work to accomplish tasks and achieve objectives by established deadlines; exercises conscious control of the time spent on specific activities, to increase effectiveness, efficiency and productivity.

Job Template: Financial Assistant 2

Proficient	Advanced	Expert
<p>Reviews daily schedule to determine priority of financial transactions.</p>	<p>Establishes time-based deadlines for each transaction to allot ample time</p>	<p>Identifies future needs and emerging trends in financial management and</p>

<p>Completes processing of financial transactions based on established departmental and university procedures and timeframes.</p> <p>Organizes the reviewing, monitoring and tracking of assigned financial records to prioritize accuracy.</p>	<p>for the important transactions and balances it with urgent requests.</p> <p>Foresees roadblocks in processing financial transactions and determines what will help or hinder finalizing the transaction.</p>	<p>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>
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Occupational Group: Arts & Curatorial Services

Competency: Planning & Organization

Definition: Organizes and manages own time, tools and resources effectively, prioritizes workload, prepares in advance and sets realistic timescales to achieve goals and objectives; understands business issues, processes, and outcomes and the potential impacts both internal and external to the unit.

Job Template: Art Museum Registrar

Proficient	Advanced	Expert
<p>Registers museum collections, acquisitions, and gifts in a timely manner to meet deadlines.</p> <p>Organizes and coordinates the shipping, receiving, packing, and unpacking of works of art.</p> <p>Notifies team and manager/supervisor of delays in the receiving of works of art.</p>	<p>Assesses current methods for museum collections, acquisitions, and gift registration and considers more efficient alternatives (e.g., automatic processes versus manual).</p> <p>Identifies delays in shipping, receiving, packing, and unpacking works of art and corresponds with impacted agencies to keep abreast of delays.</p> <p>Assesses and reassesses priorities for incoming and outgoing works of art; shifts focus to meet shipping/receiving deadlines.</p>	<p>Identifies more efficient alternatives for museum collection, acquisition, and gift registration which increase efficiency and ability to meet slated deadlines; presents to manager/supervisor for consideration.</p> <p>Anticipates delays in shipping and receiving of works of art and collaborates proactively with the shipping/receiving agency to resolve concerns or issues.</p> <p>Adjusts work plans to take account of changes or delays in the shipping or receiving of art to better meet deadlines.</p>

Competency: Problem Solving

Definition: Identifies and understands issues, problems, or opportunities; analyzes, develops possible solutions, and takes or suggests the appropriate course of action; remains calm under pressure and follows steps to achieve solution.

Job Template: Theater Production Specialist

Proficient	Advanced	Expert
<p>Identifies, recognizes and resolves routine stage problems based on established contract deadlines and OSHA and various union, guild and association requirements.</p> <p>Collaborates with others to solve problems and make decisions.</p> <p>Analyzes the situation by practicing active listening with artists and</p>	<p>Assesses and resolves difficult or sensitive problems through artistic judgement and interpretation of policies and procedures for the production.</p> <p>Reviews artist riders to determine immediate consequences with light, audio, video, and other production systems preparation.</p>	<p>Anticipates and pursues difficult or sensitive performer issues and stage problems independently by collaborating with internal colleagues and external contractors.</p> <p>Serves as a resource for others in resolving issues and problems by developing presentation and production systems resolution strategies.</p>

<p>technicians communicating the problem.</p> <p>Observes how colleagues, touring artists, technical directors, or company managers solve problems and asks questions to improve competency.</p>	<p>Creates relevant options for addressing house configurations to accommodate for different presentations.</p>	<p>Pivots as needed during production to get most effective solution for logistics and aesthetic problems or needs.</p> <p>Incorporates new audio-visual technology or techniques to overcome potential obstacles.</p>
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Competency: Teamwork/Collaboration

Definition: Works collaboratively and shares information to solve common problems and deliver business objective; puts success of the team over personal interests; gives and receives feedback in a professional manner; creates an atmosphere of respect, helpfulness, and cooperation with others to build supportive, responsive relationships.

Job Template: Art Museum Registrar

Proficient	Advanced	Expert
<p>Open to ideas and respects different museum disciplines and roles when planning and coordinating public programs related to exhibitions.</p> <p>Places participation with colleagues at the heart of all work, prioritizing co-production; co-creation and co-curation.</p>	<p>Consults and involves relevant University departments, faculty, and/or staff to ensure exhibitions and collections relate to campus classes and the greater University community.</p> <p>Adjusts communication approach with visitors, visiting scholars, and students to meet the needs of different and diverse audiences when providing information related to exhibitions.</p>	<p>Looks for opportunities to build and maintain strong external collaborations to foster integration of exhibition into education and outreach programs throughout the state.</p> <p>Mentors and coaches colleagues on creative collaboration amongst the museum team to achieve the museum goals.</p>

Occupational Group: Communication/Marketing

Competency: Attention to Detail

Definition: Efficiently allocates resources to achieve thoroughness and accuracy when performing duties in order to lead to greater productivity and economy; plans and organizes time and resources efficiently, shows attention to each aspect of the task.

Job Template: Editor 1

Proficient	Advanced	Expert
<p>Monitors and checks written content thoroughly for grammar, punctuation, and spelling errors, ensuring the accuracy and consistency of the text.</p> <p>Arrives well-prepared when participating in editorial meetings and presentations, contributing to discussions with relevant insights and ideas.</p> <p>Collects and organizes materials to be used when preparing digital and print communications.</p>	<p>Reviews and proofreads written communications to ensure quality of work. Provides recommendations to improve quality.</p> <p>Develops new or revises existing processes and procedures to monitor quality of work.</p> <p>Organizes existing sources and potential sources of publishable material for use by colleagues.</p>	<p>Recommends new processes and procedures for department-wide use to ensure conformity and increase quality of work.</p> <p>Responds to questions from the public or media independently, providing accurate information.</p> <p>Researches topics in specialty area, identifies potential sources of information, and provides all information to colleagues.</p>

Follows established processes and procedures when completing work, including while writing/editing copy, researching topics, and working with artists.		
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Competency: Communication

Definition: Establishes supportive and collaborative relationships with staff by keeping people informed, adapting communication to the audience, practicing focused listening, responding to the feelings and concerns of others and uses a range of effective communication techniques.

Job Template: Publicity/Marketing Coordinator

Proficient	Advanced	Expert
<p>Keeps colleagues informed and collaborates effectively by sharing updates on ongoing marketing activities.</p> <p>Utilizes clear and concise written and verbal communication to convey ideas and updates, fostering understanding among team members.</p> <p>Tailors and adapts promotional materials and messages to the specific needs and preferences of different audiences.</p>	<p>Adjusts communication styles to suit the needs and preferences of different stakeholders, including colleagues, faculty, students, and alumni.</p> <p>Fosters collaboration among cross-functional teams by promoting open and transparent communication channels.</p> <p>Delivers compelling presentations that persuade stakeholders to support marketing strategies and initiatives.</p> <p>Demonstrates strong conflict resolution skills by resolving disagreements within the marketing team and with external stakeholders diplomatically.</p>	<p>Exemplifies visionary leadership by establishing a strategic vision that guides the development and implementation of comprehensive communication and marketing strategies.</p> <p>Takes a leadership role in shaping the department's communication strategy by setting a clear vision and guiding the team in executing complex marketing campaigns and initiatives.</p> <p>Mentors and trains junior staff in advanced communication techniques, serving as a role model and mentor within the department.</p>

Competency: Strategic Thinking

Definition: Performs job-related tasks on time, finishes assigned projects, meets deadlines and appointments, follows through; takes personal responsibility for quality of work.

Job Template: Media Producer 3

Proficient	Advanced	Expert
<p>Plans compelling content and creative assets for targeted audiences, customized for various platforms.</p> <p>Collaborates with colleagues in communications, marketing, and digital strategy to conceptualize and develop integrated marketing campaigns.</p> <p>Develops and maintains a social media listening and intelligence</p>	<p>Provides direction to colleagues regarding campaign execution and content production.</p> <p>Develops and deploys both traditional and digital advertising strategies, campaigns and promotions in conjunction with larger university marketing initiatives.</p> <p>Interprets top-level University messaging and brand stories to implement strategic marketing and</p>	<p>Identifies areas where analytics can better serve the University and collaborates with others for implementation.</p> <p>Takes a leadership role in driving the strategic direction of media production, influencing not only the unit/department but also the broader University's media strategy.</p> <p>Establishes best practices for segmentation, forecasting, targeting,</p>

dashboard, regularly responding to and engaging with online audiences.	communications plans.	analysis and execution of marketing campaigns for the University.
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Occupational Group: Information Technology

Competency: Planning & Organization

Definition: Organizes and manages own time, tools and resources effectively, prioritizes workload, prepares in advance and sets realistic timescales to achieve goals and objectives; understands business issues, processes, and outcomes and the potential impacts both internal and external to the unit.

Job Template: IT Project Manager 2

Proficient	Advanced	Expert
<p>Prioritizes and supervises project staff, including setting tasks, priorities, and deadlines related to software development.</p> <p>Collaborates with a cross-disciplinary team to manage and oversee all aspects of software development project implementation to ensure timely completion.</p> <p>Communicates delays in software development projects to all affected constituents, including users, IT project staff, and leadership.</p>	<p>Develops comprehensive project plans outlining objectives/goals, tasks, timelines, and resource requirements in advance of the start of a software development project.</p> <p>Assesses and reassesses shifting priorities related to software development projects and reallocates personnel to meet project deadlines.</p> <p>Identifies the needs of project staff and provides resources and support to ensure timely completion of project milestones and deadlines.</p>	<p>Adapts to changing project requirements and unforeseen challenges and adjusts project plans accordingly, shifting priorities and resources as necessary to meet project milestones.</p> <p>Assesses the efficiency of project staff, as well as strengths and areas for improvement, and reallocates personnel to best meet software development project deadlines.</p> <p>Evaluates overall software development processes and project outcomes and implements enhancements to increase efficiency and effectiveness.</p>

Competency: Problem Solving

Definition: Identifies and understands issues, problems, or opportunities; analyzes, develops possible solutions, and takes or suggests the appropriate course of action; remains calm under pressure and follows steps to achieve **solution**.

Job Template: Systems Administrator 2

Proficient	Advanced	Expert
<p>Identifies, recognizes and resolves routine problems for the HCM and SA applications and operations.</p> <p>Researches, reviews, tests, and evaluates answers to problems with new modules and/or enhancements.</p> <p>Utilizes brainstorming with other IT colleagues to identify system technology solutions.</p> <p>Collaborates with other ITS and OSC to solve problems and make decisions to ensure consistency and usability of various solutions.</p> <p>Analyzes the situation by practicing</p>	<p>Assesses and resolves difficult or sensitive errors through research and review of policies and procedures for the unit and assists in the development of plans and processes that ensure minimal risk to services or systems.</p> <p>When faced with a problem, anticipates immediate consequences to the university and finds solutions within limited resources.</p>	<p>Anticipates system/server performance, availability, capacity, or configuration problems and implements contingency plans to minimize university impact.</p> <p>Serves as a subject matter expert for ITS Enterprise Applications staff as a senior technical resource to solve the most difficult technical problems.</p> <p>Leads technical projects and develops problem mitigation plans.</p>

active listening and communicating the problem when working with University staff and management as it relates to HCM and SA enterprise systems.		
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Competency: Analytical/Critical Thinking

Definition: Looks at situations from multiple perspectives; organizes difficult information in a systematic way; identifies issues and underlying causes and thinks through the consequences of different courses of action; compares and evaluates data from different sources to make well informed decisions and identifies alternative solutions.

Job Template: IT Team Lead 1

Proficient	Advanced	Expert
<p>Identifies and solves common IT issues and challenges. Troubleshoots system errors, assess performance problems, and provide practical solutions.</p> <p>Utilizes data analysis techniques to draw insights from IT-related data, aiding in decision-making.</p> <p>Identifies and streamlines existing workflows to enhance team productivity.</p>	<p>Dissects complex issues, using comprehensive root cause analysis to uncover underlying problems.</p> <p>Creates long-term technology strategies that align with the university's goals and anticipate future needs.</p> <p>Identifies and mitigates potential risks associated with IT projects, ensuring minimal disruption and financial impact.</p> <p>Collaborates with various departments and external partners to align IT services with organizational needs.</p>	<p>Keeps abreast of emerging technologies and identifies opportunities to leverage them for competitive advantage.</p> <p>Drives innovation within the IT department by introducing groundbreaking technologies and methodologies to achieve strategic objectives.</p> <p>Conducts thorough risk assessments for IT projects and develops comprehensive risk mitigation strategies.</p>

Occupational Group: Institutional Operations

Competency: Reliability/Dependability

Definition: Performs job-related tasks on time, finishes assigned projects, meets deadlines and appointments, follows through; takes personal responsibility for quality of work.

Job Template: Facilities Manager 1

Proficient	Advanced	Expert
<p>Takes responsibility for the quality and timeliness of work done by staff and works with staff on improvements.</p> <p>Responds to work orders by being cooperative and available.</p> <p>Creates schedules with achievable deadlines and makes every effort to meet them.</p>	<p>Notifies building occupants when complications to renovations or work orders arise and will not be completed on time.</p> <p>Establishes priorities for staff on work orders and building projects to meet specific department or research needs and minimize disruptions.</p> <p>Demonstrates productivity and efficiency in planning and executing schedule for routine maintenance.</p>	<p>Creates efficient workflows and processes for staff to complete renovation/modification projects on time.</p> <p>Evaluates and provides recommendations for procurement of outside contractors when peak work volumes or technical demands exceed capability of existing and/or available staff.</p> <p>Obtains and provides resources, materials, code and regulatory clearance to enable implementation</p>

		<p>of new ideas/initiatives to complete projects.</p> <p>Serve as a resource in areas relevant to work order planning, preventative maintenance management, project scheduling, materials procurements, site safety processes, equipment assignments, and project tracking.</p>
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Competency: Teamwork/Collaboration

Definition: Works collaboratively and shares information to solve common problems and deliver business objective; puts success of the team over personal interests; gives and receives feedback in a professional manner; creates an atmosphere of respect, helpfulness, and cooperation with others to build supportive, responsive relationships.

Job Template: Environmental Health & Safety Specialist

Proficient	Advanced	Expert
<p>Includes colleagues outside of EH&S in team activities related to crisis management development.</p> <p>Considers the skills and ideas of colleagues in other specialty technical areas when developing safe working practices.</p> <p>Creates collaborative relationships with colleagues and other University staff in order to provide technical consultation in EH&S.</p>	<p>Proactively shares information and ideas regarding specialty technical area with others in EH&S.</p> <p>Identifies stakeholders in the incident management process and engages and involves them in the investigation.</p> <p>Involves staff from other specialty technical areas to help solve challenges or problems in risk identification and assessment, compliance, monitoring and investigation of incidents.</p>	<p>Creates opportunities with regulatory and consultant agencies to work together, avoiding silos and ensuring environmental, health, and safety compliance.</p> <p>Prioritizes, recognizes and incorporates teamwork resources into training programs for University staff.</p> <p>Encourages departments to promote a culture of collaborative work on ensuring compliance with environmental regulations and standards.</p>

Competency: Time Management

Definition: Plans and effectively prioritizes work to accomplish tasks and achieve objectives by established deadlines; exercises conscious control of the time spent on specific activities, to increase effectiveness, efficiency and productivity.

Job Template: Planning Design and Construction Project Manager

Proficient	Advanced	Expert
<p>Prepares a project schedule baseline plan that accurately reflects tasks, time estimates and resources (including personnel, technology and equipment) associated with each task.</p> <p>Monitors project progress and compare to program/timeline, initiating remedial action where necessary.</p> <p>Estimates the effort, resources and time required to complete individual activities.</p>	<p>Controls scope changes that affect the project schedule; revises the schedule as necessary.</p> <p>Analyzes and manages roadblocks and project risks that might affect the successful completion of a project regarding cost, schedule and performance and/or scope objectives.</p> <p>Determines which tasks are on or off the baseline schedule and which future tasks are affected.</p>	<p>From the schedule, determine key dates, such as milestones, and devises project control methods around them.</p> <p>Identifies and evaluates emerging project schedule reporting tools to control project schedule progress.</p>

	Controls the amount of time spent on individual activities. Revises the schedule and reassigns activities as appropriate.	
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Occupational Group: Laboratory & Research Operations

Competency: Analytical/Critical Thinking

Definition: Looks at situations from multiple perspectives; organizes difficult information in a systematic way; identifies issues and underlying causes and thinks through the consequences of different courses of action; compares and evaluates data from different sources to make well informed decisions and identifies alternative solutions.

Job Template: Laboratory Technician 1

Proficient	Advanced	Expert
Identifies, recognizes and resolves routine problems by reviewing detail specifications, sketches, or verbal/conceptual descriptions.	Formulates and interprets test plans, policies, and strategies to ensure scientific validity, adequacy, or maximum efficiency of systems.	Develops theoretical models or approaches (i.e., engineering models, computational models, growth and yield models) to anticipate problems with the design and development of electronic equipment.
Conducts diagnostic tests and inspections to identify faults and their causes, and performs basic maintenance tasks.	Implements design modifications for electronic systems and equipment, considering the load, contingency and future needs.	Determines several possible solutions or alternative equipment to use to support research operations when anticipating potential obstacles and developing contingency plans.
Collaborates with colleagues from other technical backgrounds to solve problems and make decisions.		
Ensures compliance with industry standards, regulatory and project requirements.		

Competency: Problem Solving

Definition: Identifies and understands issues, problems, or opportunities; analyzes, develops possible solutions, and takes or suggests the appropriate course of action; remains calm under pressure and follows steps to achieve solution.

Job Template: Electronic Engineer

Proficient	Advanced	Expert
Effectively identifies and addresses common issues and problems that arise during laboratory experiments, ensuring they run smoothly and safely.	Analyzes laboratory methods and procedures, identifying areas for improvement to enhance the effectiveness of experiments.	Contributes to long-term laboratory planning, including the assessment of new equipment, procedures, and technology for adoption.
Monitors and enforces laboratory safety protocols, proactively addressing potential hazards or violations.	Identifies opportunities to improve the efficiency and effectiveness of laboratory procedures and materials.	Engages in research and development efforts to explore novel laboratory techniques and approaches.
Maintains an accurate inventory of lab supplies, ensuring materials are readily available for experiments.	Identifies opportunities to streamline laboratory processes, improving efficiency and resource utilization.	Collaborates with faculty and teaching assistants to enhance laboratory manuals and experiment procedures, optimizing learning outcomes.
	Collaborates with colleagues to identify opportunities for equipment upgrades or new technology adoption, improving laboratory	

	efficiency.	
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Competency: Time Management

Definition: Plans and effectively prioritizes work to accomplish tasks and achieve objectives by established deadlines; exercises conscious control of the time spent on specific activities, to increase effectiveness, efficiency and productivity.

Job Template: Laboratory Technician 2

Proficient	Advanced	Expert
<p>Performs laboratory experiments and reporting based on established protocols and timelines.</p> <p>Sets up laboratories and ensures students have appropriate equipment, glassware and supplies prior to classes starting.</p> <p>Reviews class schedules to determine priority of lab set up and experiments.</p>	<p>Reviews experiments to identify and resolve problems/complications with methods and/or techniques and improve completion time.</p> <p>Determines time taken to complete experiments and preparation of labs to establish one's own schedule and allow time for urgent requests.</p>	<p>Creates schedule with major milestones, equipment maintenance, and reporting deadlines to effectively schedule time, determine priorities, and ensure completion.</p> <p>Evaluates laboratory information management system to incorporate time management techniques like workflow management or information tracking.</p>

Occupational Group: Library

Competency: Communication

Definition: Establishes supportive and collaborative relationships with staff by keeping people informed, adapting communication to the audience, practicing focused listening, responding to the feelings and concerns of others and uses a range of effective communication techniques.

Job Template: Librarian 2

Proficient	Advanced	Expert
<p>Adapts communication style and content to suit the needs and preferences of diverse audiences, including faculty, students, and staff.</p> <p>Addresses library users' concerns about resource access or services with empathy and professionalism, providing prompt solutions.</p> <p>Utilizes clear and concise language in written guides and tutorials to assist library users in navigating resources effectively.</p> <p>Regularly keeps colleagues and stakeholders informed about relevant library resources, services, and updates.</p>	<p>Fosters collaboration among library staff, faculty, and researchers by creating opportunities for open and transparent communication.</p> <p>Delivers compelling presentations and workshops that persuade faculty and students to utilize library resources and services effectively.</p> <p>Regularly communicates library updates through email newsletters and announcements to faculty, students, and staff.</p>	<p>Tailors communication strategies for diverse stakeholders, such as faculty, students, and external partners, to foster deeper connections and better support research and learning needs.</p> <p>Serves as a conflict resolution expert within the library, mentoring junior staff and facilitating constructive solutions for complex interpersonal issues.</p> <p>Explores and implements emerging communication technologies and platforms to optimize library services for a tech-savvy audience.</p>

Competency: Customer Service

Definition: Provides quality information and responses to the unit's customers, including clear and calm responses; actively listens and engages in order to truly understand their needs; provides assistance to the satisfaction of the customer within service levels and standards of the unit.

Job Template: Library Assistant 2

Proficient	Advanced	Expert
<p>Effectively assists patrons and staff in accordance with Library policies, utilizing clear communication techniques to respond to concerns and inquiries, and offering efficient guidance for accessing and using library resources.</p> <p>Demonstrates responsive communication by promptly addressing patron and staff inquiries and concerns, maintaining a supportive and positive rapport within the library community.</p>	<p>Handles complex or challenging patron inquiries through collaborating with colleagues and resources to find thorough solutions.</p> <p>Identifies and recommends operational and patron experience improvements to create a more efficient and user-friendly library environment.</p>	<p>Fosters strong, collaborative relationships, providing valuable support, and proactively creating resources to guide colleagues and patrons in utilizing library resources effectively.</p> <p>Utilizes collected statistics and feedback to assess and enhance patron services, ensuring continuous improvement in the library's offerings.</p> <p>Demonstrates deep expertise in library and university policies and procedures through offering guidance and influencing policy development and refinement.</p> <p>Serves as an authority in resolving complex patron issues and conflicts, ensuring resolutions that align with library values and patron satisfaction.</p>

Competency: Planning & Organization

Definition: Organizes and manages own time, tools and resources effectively, prioritizes workload, prepares in advance and sets realistic timescales to achieve goals and objectives; understands business issues, processes, and outcomes and the potential impacts both internal and external to the unit.

Job Template: Librarian 1

Proficient	Advanced	Expert
<p>Prioritizes and organizes workload to ensure all responsibilities are met by their deadline, including the selection of new Library collections materials, in-person and online classroom instruction, and troubleshooting library systems.</p> <p>Coordinates the selection, ordering, receipt, assessment, monitoring, and organization of new and continuing Library collections materials ahead of future Library exhibits.</p> <p>Plans, manages, and implements workshops in a timely manner to meet deadlines.</p> <p>Communicates known delays to acquisition of Library collections materials to impacted constituents, including students, professors, and</p>	<p>Recognizes the shifting priorities of work depending on upcoming deadlines and reallocates time and resources towards most pressing work.</p> <p>Identifies delays in Library collections materials/resources acquisition quickly and works collaboratively with sending agency to suggest solutions and increase efficiency.</p> <p>Sets personal deadlines for task completion related to workshop creation/development and presentation to ensure overall project deadlines are met.</p>	<p>Identifies critical tasks in meeting project objectives that further the Library's strategic framework; organizes the necessary resources and provides support to achieve objectives and meet project deadlines.</p> <p>Anticipates delays in Library collections materials/resources acquisition based on experience and implements solutions to avoid delays and increase efficiency in collections acquisition.</p> <p>Identifies areas for improved efficiency in project task completion and implementation and communicates to manager/supervisor for consideration.</p>

visitors.		
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Occupational Group: Students Services/Programs

Competency: Customer Services

Definition: Provides quality information and responses to the unit's customers, including clear and calm responses; actively listens and engages in order to truly understand their needs; provides assistance to the satisfaction of the customer within service levels and standards of the unit.

Job Template: Dining Services Manager 1

Proficient	Advanced	Expert
<p>Communicates with customers in a clear, friendly, and informative manner, ensuring they have the information they need about dining options and services.</p> <p>Effectively addresses common customer inquiries and concerns, providing prompt and satisfactory solutions to enhance their dining experience.</p> <p>Manages dining operations efficiently, minimizing wait times and ensuring customers receive timely and quality service.</p> <p>Ensures that all dining staff adhere to service standards, guaranteeing that customers receive consistent and high-quality service.</p>	<p>Actively solicits and listens to customer feedback, using their input to identify areas for improvement in dining services.</p> <p>Effectively manages challenging customer issues or disputes, employing conflict resolution skills to find equitable and satisfactory solutions.</p> <p>Initiates and leads customer-centric improvement projects, such as menu enhancements or innovative service concepts, to elevate the dining experience.</p>	<p>Serves as a subject matter expert in dining service policies, influencing policy development, and advocating for customers' dining needs at the institutional level.</p> <p>Coordinates and oversees special events and catering services, ensuring seamless planning and execution, and exceeding customer expectations.</p> <p>Collaborates with cross-functional teams to identify and implement enhancements that elevate the overall dining experience, from ambiance to service quality.</p>

Competency: Strategic Thinking

Definition: Performs job-related tasks on time, finishes assigned projects, meets deadlines and appointments, follows through; takes personal responsibility for quality of work.

Job Template: Sr. Student Services Program Administrator

Proficient	Advanced	Expert
<p>Seeks opportunities to expand one's own knowledge and skills in helping students with specific concerns (e.g., relationship issues, navigating systems of oppression, or suicidality) as well as interfacing with specific populations within the college student environment.</p> <p>Identifies the strengths and limitations in applying existing student learning and programs to varying student demographic groups.</p>	<p>Advocates for change that would remove barriers to student success.</p> <p>Design programs and services to promote student learning and development that are based on current research on student learning and development theories.</p> <p>Identifies and takes advantage of opportunities for curriculum and program development to encourage continual student learning and developmental growth.</p>	<p>Leads the conceptualization and design of ongoing, systematic, data-based strategies to evaluate and assess student learning, programs, and services.</p> <p>Evaluates and assesses the effectiveness of student learning and teaching opportunities and communicates effectiveness to the larger campus community for collaboration and integrated learning opportunities.</p>

Competency: Time Management

Definition: Plans and effectively prioritizes work to accomplish tasks and achieve objectives by established deadlines; exercises conscious control of the time spent on specific activities, to increase effectiveness, efficiency and productivity.

Job Template: Student Services Program Coordinator

Proficient	Advanced	Expert
<p>Reviews daily schedule to determine priority of advising students and program/events management.</p> <p>Determines and organizes resources and university department materials and information in order to answer questions easily and quickly and refer students correctly.</p> <p>Collaborates with other University departments, such as Residential Life, the Center for Career Development, and Experiential Global Learning to solve student and program problems.</p>	<p>Coordinates data collection, analysis and report drafting for assessment efforts to create project plans to meet deadlines.</p> <p>Effectively schedules and ensures ample time is spent with each student by mitigating distractions and focusing full attention on student.</p>	<p>Identifies future needs and emerging trends in student, outreach, and program planning and activities 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>