Core Competencies for Academic Programs/Services 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
Provides accurate and clear information to faculty and department stakeholders regarding instructional design services, responding promptly and professionally to inquiries and requests. 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. 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.	Successfully addresses complex and challenging issues presented by customers through working closely with them to find solutions that meet their specific requirements. 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. Identify potential challenges in course design, engage in creative problem- solving, and respond effectively to address concerns and optimize the course materials.	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. 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. 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.

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
Identifies and recognizes children's individual needs and arranges classroom environment to meet those developmental needs. Observes how the Master Teacher resolves conflict and solves other problems in the classroom, and	Provides recommendations to the Master Teacher for curriculum and program goals to better fit the needs of the children. Researches problem solving methods for teachers in early-childhood education programs.	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.

engages in conversation with the Master Teacher to improve own problem solving ability. Assists in training and leading student staff, provides performance feedback to the Master Teacher, including areas for growth and/or potential concerns.	Creates resource documents, including standard operating procedures and provides to student staff to uphold staff behavioral/working standards.	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. Serves as a resource for student staff in resolving children's behavioral issues or problems and assists them in developing resolution strategies.

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
Reviews daily schedule to determine priority of purchasing, travel, academic record changes and other academic transactions. Answers routine inquiries, via telephone, email, or in-person based on established departmental and university procedures and timeframes. 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.	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. Foresees roadblocks in processing academic record changes, processing necessary academic forms, and maintaining accurate academic records to assist students in a timely manner.	Identifies future needs and emerging trends in academic, outreach, and recruitment planning and activities and incorporates into long range goals for the position. Serves as a subject matter expert in time management by coaching colleagues in the appropriate timing for tasks and effective techniques to use.