



Core Competencies for Administrative Services Competency Statement Examples

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 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>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 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>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 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>

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</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</p>	<p>Anticipates and addresses difficult and/or sensitive issues in the contract management process and creates contingency plans and proactive strategies to ensure</p>

Trustee policies, Office of the Attorney General guidelines, University procedures, and contract terms and conditions.	provides guidance to assigned personnel and stakeholders regarding implications of those changes.	compliance with Federal and State statute, and internal guidelines, procedures, and contract terms/conditions.
Collaborates with other Contract Specialists to identify and resolve complex and sensitive contract-related issues more effectively and efficiently.	Utilizes technology to identify trends and commonly occurring contract issues and recommends improvements to the contract management process.	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.
Identifies risks in drafted contracts and during vendor negotiations/consultations and provides guidance to stakeholders and colleagues to minimize risk to the University.	Anticipates risks during the contract management process and recommends solutions to stakeholders utilizing own knowledge of best practices.	

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
Reviews daily schedule to determine priority of financial transactions.	Establishes time-based deadlines for each transaction to allot ample time for the important transactions and balances it with urgent requests.	Identifies future needs and emerging trends in financial management and incorporates into long range goals for the position.
Completes processing of financial transactions based on established departmental and university procedures and timeframes.	Foresees roadblocks in processing financial transactions and determines what will help or hinder finalizing the transaction.	Serves as a subject matter expert in time management by coaching colleagues in the appropriate timing for tasks and effective techniques to use.
Organizes the reviewing, monitoring and tracking of assigned financial records to prioritize accuracy.		