Core Competencies for Institutional Operations Competency Statement Examples

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
Takes responsibility for the quality and timeliness of work done by staff and works with staff on improvements.

Responds to work orders by being cooperative and available.

Creates schedules with achievable deadlines and makes every effort to meet them. | Notifies building occupants when complications to renovations or work orders arise and will not be completed on time.

Establishes priorities for staff on work orders and building projects to meet specific department or research needs and minimize disruptions.

Demonstrates productivity and efficiency in planning and executing schedule for routine maintenance. | Creates efficient workflows and processes for staff to complete renovation/modification projects on time.

Evaluates and provides recommendations for procurement of outside contractors when peak work volumes or technical demands exceed capability of existing and/or available staff.

Obtains and provides resources, materials, code and regulatory clearance to enable implementation of new ideas/initiatives to complete projects.

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. |

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
Includes colleagues outside of EH&S in team activities related to crisis management development.

Considers the skills and ideas of colleagues in other specialty technical areas when developing safe working practices. | Proactively shares information and ideas regarding specialty technical area with others in EH&S.

Identifies stakeholders in the incident management process and engages and involves them in the investigation. | Creates opportunities with regulatory and consultant agencies to work together, avoiding silos and ensuring environmental, health, and safety compliance.

Prioritizes, recognizes and incorporates teamwork resources |

		into training programs for University staff.
Creates collaborative relationships with colleagues and other University staff in order to provide technical consultation in EH&S.	Involves staff from other specialty technical areas to help solve challenges or problems in risk identification and assessment, compliance, monitoring and investigation of incidents.	Encourages departments to promote a culture of collaborative work on ensuring compliance with environmental regulations and standards.

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
Prepares a project schedule baseline plan that accurately reflects tasks, time estimates and resources (including personnel, technology and equipment) associated with each task. Monitors project progress and compare to program/timeline, initiating remedial action where necessary. Estimates the effort, resources and time required to complete individual activities.	Controls scope changes that affect the project schedule; revises the schedule as necessary. 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. Determines which tasks are on or off the baseline schedule and which future tasks are affected. Controls the amount of time spent on individual activities. Revises the schedule and reassigns activities as appropriate.	From the schedule, determine key dates, such as milestones, and devises project control methods around them. Identifies and evaluates emerging project schedule reporting tools to control project schedule progress.