



**Core Competencies for Students Services/Programs Competency Statement Examples**

**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</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</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</p>

student learning and programs to varying student demographic groups.	program development to encourage continual student learning and developmental growth.	collaboration and integrated learning opportunities.
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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: Student Services Program Coordinator**

<b>Proficient</b>	<b>Advanced</b>	<b>Expert</b>
<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>