

Planning and Organization

Competency Statement Examples

Definition: Effectively prioritizes work and consciously allocates specific time and other resources to thoroughly and accurately achieve goals, objectives, tasks, and projects by established deadlines.

Previous Competencies: Attention to Detail Planning and Organization Time Management

Academic Programs/Services

Job Family: Educational Programs/Services

Job Path: Educational Program Professional

Job Template: Educational Program Assistant 1/P1

Proficient	Advanced	Expert
<ul style="list-style-type: none">• 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 variety of departmental resource materials, program information, and promotional materials in order to answer questions easily and quickly.	<ul style="list-style-type: none">• Creates time-based project plans to include things like securing facilities and catering, and other program logistics, to ensure each is completed on time and allows time for urgent requests or adjustments.• Foresees roadblocks in processing academic record changes, processing necessary academic forms, and maintaining accurate academic records to assist students in a timely manner.• Establishes priority lists to balance time between special projects/programs and daily requirements such as processing reports and files.	<ul style="list-style-type: none">• 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.

Administrative Services

Job Family: Administrative Programs/Services

Job Path: Financial Professional

Job Template: Financial Assistant 2/P2

Proficient	Advanced	Expert
<ul style="list-style-type: none"> • Reviews daily schedule to determine priority of financial transactions to process, as they relate to upcoming deadlines. • Completes processing of financial transactions based on established departmental and university procedures and timeframes. • Organizes the reviewing, monitoring, and tracking of assigned financial records and assesses accuracy. 	<ul style="list-style-type: none"> • Allots ample time for processing routine transactions, and accounts for the possibility of urgent requests. • Monitors progress on processing financial transactions to ensure deadlines are met; determines what will help or hinder finalizing the transaction. • Establishes processes to efficiently and successfully review transactions for quality and accuracy. 	<ul style="list-style-type: none"> • Creates task priority plans that include current and future financial management and processing needs. • Coaches colleagues in the appropriate timing for tasks, organizing records, and methods for accommodating changes in plans or priority lists.

Arts & Curatorial Services

Job Family: Museum

Job Path: Registrar and Curator

Job Template: Art Museum Registrar/P3

Proficient	Advanced	Expert
<ul style="list-style-type: none"> • Registers museum collections, acquisitions, and gifts in a timely manner. • Organizes and coordinates the shipping, receiving, packing, and unpacking of works of art. • Notifies team and manager/supervisor of delays in the receiving of works of art. 	<ul style="list-style-type: none"> • Assesses and reassesses priorities for incoming and outgoing works of art; shifts focus to meet shipping/receiving deadlines. • Identifies delays in shipping, receiving, packing, and unpacking works of art and adjusts planning/prioritization as needed. • Monitors museum collection, acquisition, and gift registration processes for accuracy in designated tracking system. 	<ul style="list-style-type: none"> • 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. • Anticipates delays in shipping and receiving of works of art and collaborates proactively with the shipping/receiving agency to resolve concerns or issues. • Adjusts work plans to take account of changes or delays in the shipping or receiving of art to better meet deadlines.

Communication & Marketing

Job Family: Communication and Marketing

Job Path: Editing

Job Template: Editor 1/P2

Proficient	Advanced	Expert
<ul style="list-style-type: none"> • Proofreads written copy for facts, grammar, readability, and accuracy. • Prepares ideas and/or materials for meetings. • Collects and organizes materials to be used when preparing digital and print communications. • Follows established processes and procedures when completing work, including while writing/editing copy, researching topics, and working with artists. 	<ul style="list-style-type: none"> • Reviews and proofreads written communications to ensure quality of work and accuracy. Provides recommendations to improve quality. • Creates a priority list of materials to be edited, published, and printed based on project deadlines. • Organizes existing sources and potential sources of publishable material for use by colleagues. 	<ul style="list-style-type: none"> • Recommends new processes and procedures for department-wide use to ensure conformity, increase quality of work, and create efficiencies. • Researches topics in specialty area, keeping an organized list of potential sources of information for current projects as well as future-anticipated projects.

Job Family: Communication and Marketing

Job Path: Publicity/Marketing

Job Template: Publicity/Marketing Administrator/P4

Proficient	Advanced	Expert
<ul style="list-style-type: none"> • Writes copy for press releases, public service announcements, information listings, and other publicity materials, ensuring accurate details are provided. • Plans promotional strategies according to current procedures and departmental standards. • Ensures responses to the media/public are timely. 	<ul style="list-style-type: none"> • Monitors quality of press releases and other publicity materials. • Creates procedures and standards for marketing and publicity strategies and design to increase accuracy and productivity. • Organizes weekly schedule by order of importance, prioritizing tasks to meet deadlines while allotting time for responding to urgent requests. 	<ul style="list-style-type: none"> • Develops processes to organize and track project status and work progress to help improve efficiency and accuracy in end products. • Tracks future University programs, events, or services, and plans proactive marketing and promotional strategies. • Organizes marketing materials and resources routinely used, creating a streamline system to support colleagues.

Job Family: University Public Relations

Job Path: Public Relations

Job Template: Media Services Specialist /P4

Proficient	Advanced	Expert
<ul style="list-style-type: none">• On a set schedule, reviews drafts for pending University publications for accuracy and appropriate detail.• Provides suggestions for edits and revisions to audio, video, and/or web-based programming to ensure they align with the University's image.• Monitors and completes all work according to department and University-wide procedures and standards and by given deadlines.	<ul style="list-style-type: none">• Establishes a priority system for creating and reviewing drafts and supporting publishing efforts of the department.• Collaborates with University community and provides media/marketing standards to guide uniformity of University's image.• Allots time to respond to time-sensitive inquiries and still have time to address daily tasks.	<ul style="list-style-type: none">• Creates new or revises current processes and procedures to increase overall productivity and accuracy of work.• Organizes resources pertaining to University image and coaches program affiliates on proper alignment.• Anticipates the needs of University constituents, creating long-term marketing strategies.

Information Technology

Job Family: IT Project Management

Job Path: IT Project Management

Job Template: IT Project Manager 2/P6

Proficient	Advanced	Expert
<ul style="list-style-type: none">• Prioritizes and supervises project staff, including setting tasks, priorities, and deadlines related to software development.• Collaborates with a cross-disciplinary team to manage and oversee all aspects of software development project implementation to ensure accuracy in final products.• Communicates delays in software development projects to all affected constituents, including users, IT project staff, and leadership.	<ul style="list-style-type: none">• Develops comprehensive project plans outlining objectives/goals, tasks, timelines, and resource requirements in advance of the start of a software development project.• Assesses and reassesses shifting priorities related to software development projects and reallocates personnel to meet project deadlines.• Monitors and assesses accuracy of work products at each stage in a project's completion.	<ul style="list-style-type: none">• Adapts to changing project requirements and unforeseen challenges and adjusts project plans accordingly, shifting priorities and resources as necessary to meet project milestones.• Assesses the efficiency of project staff, as well as strengths and areas for improvement, and reallocates personnel to best meet software development project deadlines.• Evaluates overall software development processes and project outcomes and implements enhancements to increase efficiency and effectiveness.

Institutional Operations

Job Family: Capital Planning and Construction

Job Path: Planning, Design, and Construction

Job Template: Planning, Design, and Construction Project Manager/P6

Proficient	Advanced	Expert
<ul style="list-style-type: none"> • Prepares a project schedule that accurately reflects tasks, time estimates, and resources (including personnel, technology and equipment) associated with each task. • Monitors project progress and quality of product. • Ensures project follows University standards of operation and procedure, as well as departmental guidelines for construction and design. 	<ul style="list-style-type: none"> • Controls the amount of time spent on individual activities. Revises the schedule and reassigns activities as appropriate. • 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 and communicates top priorities to the team. 	<ul style="list-style-type: none"> • Assesses the project schedule, determining key dates, which tasks are on or off the baseline schedule, and which future tasks are affected. • Creates action plans to address delays. • Identifies and evaluates emerging project schedule reporting tools to control project schedule progress.

Laboratory and Research Operations

Job Family: Animal Care

Job Path: Animal Care

Job Template: Animal Care Specialist/P2

Proficient	Advanced	Expert
<ul style="list-style-type: none"> • Maintains inventory of supplies and feed. • Follows the daily schedule of evaluating animals based on established standards of good health. • Assesses laboratory equipment and facilities to ensure appropriate functioning. • Completes all work according to department and University-wide procedures and standards. 	<ul style="list-style-type: none"> • Creates a daily schedule to ensure all inventory and evaluation tasks are completed by daily and weekly deadlines. • Identifies potential issues with laboratory equipment and notifies the appropriate staff members, prioritizing based on importance. • Assesses work/output against set procedures to ensure accuracy and consistency of work. 	<ul style="list-style-type: none"> • Establishes inventory system to more efficiently track current inventory, as well as predict and anticipate future inventory needs proactively. • Creates maintenance plans for laboratory equipment to ensure proper functioning and minimal repairs. • Recommends changes to file and records maintenance system for health and breeding records to increase organization and efficiency. • Writes standard operating procedures for evaluating animals and details standards of good health for self and others to use.

Job Family: Laboratory

Job Path: Laboratory

Job Template: Laboratory Technician 2/P3

Proficient	Advanced	Expert
<ul style="list-style-type: none">• Performs laboratory experiments and reporting based on established protocols and timelines.• Sets up laboratories efficiently prior to classes starting.• Reviews class schedules to determine priority of lab set up and experiments.	<ul style="list-style-type: none">• Determines time taken to complete experiments and preparation of labs to establish one's own schedule and allow time for urgent requests.• Prioritizes laboratory set ups for different classes, adjusting schedule to accommodate classes that happen concurrently.• Builds time into daily schedule to review lab set up and experimentation, prior to use by classes, to ensure accuracy and safety.	<ul style="list-style-type: none">• Creates schedule with major milestones, equipment maintenance, and reporting deadlines to effectively schedule time, determine priorities, and ensure completion.• Reviews experiments to identify methods and/or techniques that can improve completion time.• Demonstrates for others how to accurately and most efficiently set up for experiments and different class requirements.

Job Family: Library Services

Job Path: Librarian

Job Template: Librarian 1/P4

Proficient	Advanced	Expert
<ul style="list-style-type: none">• 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.• Coordinates the selection, ordering, receipt, assessment, monitoring, and organization of new and continuing Library collections materials.• Communicates known delays to acquisition of Library collections materials to impacted constituents, including students, professors, and visitors.	<ul style="list-style-type: none">• Recognizes the shifting priorities of work depending on upcoming deadlines and reallocates time and resources towards most pressing work.• Identifies delays in Library collections materials/resources acquisition quickly and works collaboratively with sending agency to suggest solutions.• Sets personal deadlines for task completion related to workshop creation/development and presentation to ensure overall project deadlines are met.	<ul style="list-style-type: none">• 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.• Anticipates delays in Library collections materials/resources acquisition based on experience and implements solutions to avoid delays and increase efficiency in collections acquisition.• Identifies areas for improved efficiency in project task completion and implementation and communicates to manager/supervisor for consideration.

Student Programs/Services

Job Family: Admissions and Registration

Job Path: Admissions

Job Template: Admissions Officer 3/P4

Proficient	Advanced	Expert
<ul style="list-style-type: none"> Collects and organizes University-wide admissions data. Provides accurate and up-to-date admissions requirements while counseling prospective applicants and parents. Sets personal daily schedule to include sufficient time to monitor work and output of student workers and support staff for accuracy, in addition to personal work responsibilities. 	<ul style="list-style-type: none"> Assesses current informational and promotional materials for programs and events, as well as associated forms, for accuracy and effectiveness. Creates goal list for projects/events and admissions deadlines, following projected timeline and allowing time for changes to objectives. Allots ample time for informational interviews and meetings between day-to-day tasks. 	<ul style="list-style-type: none"> Creates system to track admissions process and event success and effectiveness, creating recommendations based on information recorded. Identifies methods to efficiently provide updates to programmatic requirements and enrollment restrictions to support staff and student workers (e.g., SharePoint team site notifications). Allots ample time for informational interviews and meetings, prioritizing prospective students' needs and schedules; adjusts personal schedule to accommodate.

Job Family: Student Programs Coordination/Management

Job Path: Student Services Professional

Job Template: Student Services Program Coordinator/P3

Proficient	Advanced	Expert
<ul style="list-style-type: none"> Reviews daily schedule to determine priority of responding to student inquiries and program/events coordination. Determines and organizes resources and university department materials and information in order to answer questions easily and quickly and refer students correctly. Collaborates with other University departments, such as Residential Life, the Center for Career Development, and Experiential Global Learning to maintain accurate information and resource materials for students. 	<ul style="list-style-type: none"> Coordinates data collection, analysis and report drafting for assessment efforts to create project plans to meet deadlines. Carefully schedules time with students to ensure ample time for questions; mitigates distractions and focuses full attention on student, paying attention to the details of individual needs. Monitors compliance with University standard operating procedures for events and conferences, addressing issues as they arise based on established methods of resolution. 	<ul style="list-style-type: none"> Identifies future needs and emerging trends in student outreach and program planning and activities; incorporates into long range goals for the position. Serves as a subject matter expert in special events scheduling and coordination, by coaching colleagues in the appropriate timing for tasks and effective techniques to use.