# Reliability and Initiative

Competency Statement Examples

**Definition**: Proactively takes action when performing job-related tasks and completing assigned projects; maintains deadlines; consistently identifies, develops, and implements methods and practices to avoid future problems, create opportunities, and enhance products and services; takes personal responsibility for quality of work.

Previous Competencies: Reliability/Dependability and Initiative

## Academic Programs/Services

**Job Family: Educational Programs/Services**

**Job Path: eLearning Development**

**Job Template: eLearning Developer 1/P2**

| Proficient | Advanced | Expert |
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| • Participates in team discussions by contributing own ideas and suggestions for improving existing eLearning materials and instructional methods.<br>• Initiates collaboration with faculty to clarify course objectives and expectations, seeking ways to enhance the overall educational experience.<br>• Ensures own work is completed by deadlines and is aligned with standard instructional design plans. | • Initiates and leads projects to implement innovative eLearning technologies or tools that enhance the quality and efficiency of instructional content delivery through conducting in-depth research on best practices for eLearning accessibility.<br>• Assesses and analyzes data to identify trends and emerging best practices in the field of educational technology, and proactively recommends their integration into instructional design processes.<br>• Consistently seeks opportunities to streamline eLearning development workflows through regularly analyzing the entire eLearning development process to improve productivity and resource allocation within the team. | • Initiates and facilitates interdisciplinary collaboration across different departments and faculty members, fostering a culture of innovation and educational excellence by identifying synergies and initiating cross-disciplinary eLearning projects.<br>• Anticipates future challenges and opportunities in eLearning and creates comprehensive, long-term plans to address them through developing a roadmap for the integration of advanced technologies and reshaping the University's eLearning policies and practices.<br>• Enhances the user experience by proactively seeking feedback from students and faculty, implementing improvements based on their insights, and creating a learning environment that is responsive to user needs. |

## Administrative Services

**Job Family: Financial, Accounting, Budget**

**Job Path: Financial Professional**

**Job Template: Financial Assistant 1/P1**

| Proficient | Advanced | Expert |
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| • Manages departmental invoice processing, verification of purchase orders, and available funds while maintaining deadlines.<br>• Responds to staff and faculty members regarding financial questions and resolves any issues or concerns timely.<br>• Processes and maintains all departmental financial transaction records, ensuring that records are easily and efficiently accessible for all staff.<br>• Demonstrates accuracy while tracking departmental inventory, including assets and controllable property. | • Identifies discrepancies in invoices, purchases, and credit card/cash deposits and resolves them immediately. Escalates complex issues to senior colleagues or supervisor, as necessary, to ensure effective problem resolution.<br>• Independently develops a log to document frequently asked questions or issues received from staff and faculty, and the corresponding responses or resolutions; shares with colleagues to enhance consistency across the department.<br>• Implements new efficiencies in maintaining records for financial transactions, including digitizing all departmental records. | • Seeks opportunities for professional development, stays informed about financial trends and best practices. Presents new practices, processes, or technology to manager with the goal of implementing them to enhance departmental services.<br>• Creates a comprehensive SOP for financial duties and shares as a resource for current staff, and for future training purposes, ensuring no lapse in service occurs.<br>• Anticipates inventory needs of the department based on current stock and future projects/events and orders items in advance, while maintaining departmental budget and available funds. |

## Arts & Curatorial Services

**Job Family: Theater**

**Job Path: Production**

**Job Template: Theater Operations Manager/M5**

| Proficient | Advanced | Expert |
|---|---|---|
| • Proactively coordinates and communicates with external production technicians to ensure proper operation of light/sound systems and stage management in advance of productions.<br>• Determines and communicates deadlines to assigned personnel; oversees all preparation for scheduled events, including identification and selection of performance and rehearsal spaces, production schedules, | • Develops a professional network of vendors and individuals that work in theater production to call upon for assistance in last-minute productions or in emergency cases.<br>• Establishes a tracking system to determine the most frequently utilized materials for productions; monitors the condition of such equipment and determines scheduled maintenance requirements. | • Fosters relationships with external vendors to ensure continued relations with the university. Negotiates and renegotiates contracts and pricing as needed to align with departmental goals.<br>• Analyzes marketing and public relations strategies for external productions, as well as theater production marketing best practices. Identifies improvements to department's |

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| calendars, budgets, concessions, and ticket sales, ensuring personnel are completing assigned tasks ahead of deadlines.<br>• Manages and executes unique marketing and public relations plans to increase ticket sales for each production. | • Communicates and collaborates with assigned personnel to identify areas of concern related to all preparation for scheduled events; implements solutions to alleviate current concerns and plan for future concerns.<br>• Initiates interdepartmental collaboration to identify and analyze marketing strategies that have been successful or failed and considers their applicability to their department's productions. Implements new strategies and quantifies successes and failures. | strategies, considers budget limitations, and calculates cost-benefit analysis for strategies; implements as appropriate to best increase production visibility and ticket sales.<br>• Consistently responds to complex, escalated issues from production assistants, ensuring availability and providing quality guidance. |

## Information Technology

**Job Family: IT Project Management**

**Job Path: IT Project Management**

**Job Template: IT Project Manager 1/P4**

| Proficient | Advanced | Expert |
|---|---|---|
| • Identifies potential project issues by conducting regular risk assessments and implementing timely corrective actions to ensure project milestones are achieved.<br>• Seeks opportunities to improve the effectiveness and efficiency of IT project processes by identifying specific areas for enhancement and incorporating feedback from project stakeholders and team members to support project success.<br>• Identifies potential risks in IT projects by implementing comprehensive risk mitigation strategies to prevent issues from impacting IT project outcomes. | • Identifies underutilized resources within the IT project team and reallocates them to areas where they can have a greater impact, optimizing resource allocation.<br>• Drives innovation within IT projects by introducing new IT technologies or methodologies that enhance IT project performance and deliverables.<br>• Develops long-term IT project strategies that align with organizational goals by conducting in-depth assessments of the organization's overarching goals and working with stakeholders to identify key business needs. | • Forecasts IT project resource needs and secures necessary resources in advance by closely examining project requirements and historical data to ensure a smooth execution of IT project tasks.<br>• Identifies systemic inefficiencies in project management processes by analyzing project documentation, workflows, and procedures to identify inefficient, redundant, or problematic steps, and takes steps to streamline them.<br>• Develops long-term IT project strategies through leveraging technology trends and industry insights to anticipate and proactively address future challenges and opportunities. |

## Institutional Operations

**Job Family: Facilities Management**

**Job Path: Facilities**

**Job Template: Senior Facilities Professional/P6**

| Proficient | Advanced | Expert |
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| • Anticipates upcoming challenges and opportunities through regularly conducting risk assessments, taking the necessary actions to prevent issues and enhance project outcomes, while ensuring adherence to project budgets and schedules.<br>• Initiates regular project meetings to facilitate communication among project stakeholders, improving coordination and problem-solving.<br>• Ensures Federal and State regulatory compliance on projects by actively addressing code compliance matters and recommends adjustments where needed to improve facility performance and safety. | • Appropriately allocates resources, such as personnel and equipment to projects based on project needs and timelines, ensuring efficient project execution.<br>• Participates in professional development activities to stay current with industry best practices and emerging trends to enhance expertise and service quality.<br>• Fosters cross-functional collaboration by encouraging knowledge sharing and teamwork among different departments to drive innovation and enhance UConn's overall facilities services.<br>• Searches for opportunities to optimize project budgets to suggest cost-saving measures while ensuring project quality. | • Establishes strategic partnerships with industry leaders through identifying the critical partners and organizations within the industry, government, and professional landscape that can play a pivotal role in advancing the university's projects.<br>• Promotes a culture of continuous improvement by encouraging facilities team members to participate in professional development activities and stay updated on industry best practices.<br>• Plans for potential crises by taking swift action to address unexpected challenges that could disrupt projects and ensures the best possible outcomes with minimal interruptions. |

## Student Programs/Services

**Job Family: Admissions and Registration**

**Job Path: Registrar**

**Job Template: Registrar Specialist/P3**

| Proficient | Advanced | Expert |
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| • Takes personal responsibility for the quality and timeliness of maintaining student enrollment and academic records; ensures that records are up to date.<br>• Collaborates effectively with other team members in the Registrar's office; ensures smooth coordination of tasks and projects.<br>• Adheres to established schedules for updating class schedules, curriculum prerequisites, and graduation requirements. | • Communicates with stakeholders in the event of complications or delays in record-keeping or academic processes.<br>• Efficiently prioritizes tasks, allocates available resources to maximize productivity in maintaining records.<br>• Provides valuable insights and accurate information to assist colleagues with student record and academic policy-related inquiries. | • Autonomously determines the most effective methods for accomplishing complex tasks within the Registrar's office.<br>• Makes oneself readily available as a go-to resource for colleagues, faculty, and administrators, offering guidance and solutions to complex matters related to student records and academic policies.<br>• Reviews existing registrar workflows and processes to identify opportunities for |

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| • Provides consistent, reliable, and dependable support to faculty, students, and other stakeholders.<br>• Meets deadlines consistently for processing student records and responding to inquiries. | • Seeks and provides resources to enhance the implementation of new initiatives, contributing to the overall efficiency of the Registrar's office. | streamlining and improvements to enhance reliability and efficiency.<br>• Excels in orchestrating a seamless flow of operations within the Registrar's office and maintains a reliable, organized environment where essential obligations are consistently met. |
| • Provides consistent, reliable, and dependable support to faculty, students, and other stakeholders.<br>• Meets deadlines consistently for | • Seeks and provides resources to enhance the implementation of new initiatives, contributing to | |