



OKLAHOMA CITY
COMMUNITY COLLEGE

PHASE 1: STAFF CORE COMPETENCIES

An Informative Guide for Staff Members and Supervisors

STANDARD SIX CORE COMPETENCIES FOR ALL OCCC STAFF MEMBERS

COMMUNICATION

Active listening and a willingness to share relevant information when requested or necessary, all to ensure the effectiveness of the team, department, and College.

EXAMPLES

- Fosters engaging, professional, and respectful discussions at all times.
- Effectively applies communication skills both orally and in writing.
- Speaks in a clear and direct manner.
- Engages in thoughtful and constructive dialogue.
- Speaks and responds courteously and in a prompt manner.
- Provides and exchanges information to keep others informed.
- Practices active listening skills.
- Maintains confidentiality and exercises good judgement about what to say and when to say it.
- Avoids rumor and gossip.
- Meets routinely with stakeholders to request feedback, exchange information, and clarify expectations.

INTERPERSONAL SKILLS

Interacts effectively with others to establish and maintain positive working relationships.

EXAMPLES

- Consistently contributes to positive work environment through interactions with others.
- Treats others with respect. Respect for other people's time and priorities. Polite, courteous.
- Known and viewed as dependable.
- Does not initiate conflict and takes measures to ensure that conflict does not occur.
- Demonstrates tact and diplomacy when resolving conflict.
- Addresses concerns directly with individual(s) involved.
- Learns from conflict and makes appropriate changes.
- Demonstrates flexibility by adapting to changes in priorities and the work environment.
- Is cooperative and responsive.
- Accepts criticism and is open to new ideas.



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CUSTOMER SERVICE

Works effectively with internal and external customers to satisfy service and/or product expectations.

EXAMPLES

- Responds promptly to requests for information and/or assistance.
- Follows up and meets or exceeds customer expectations in a timely manner.
- Keeps appointments, responds to telephone and email messages timely.
- Treats all customers with respect and courtesy.
- Demonstrates a professional attitude in handling customer complaints.
- Actively listens to the customer and provides appropriate feedback and instructions when necessary.

JOB KNOWLEDGE

Proven subject matter expert who clearly and effectively operates using those skills, consistently.

EXAMPLES

- Analyzes work, sets goals, develops plans of action, and utilizes time management practices.
- Carries out assignments with minimal supervision.
- Takes advantage of opportunities to increase job knowledge when/if offered.

ACCOUNTABILITY

Work behavior demonstrates responsibility and professional conduct, which contribute to the overall goals and objectives.

EXAMPLES

- Provides consistent, timely, high quality work.
- Arrives to work and meetings on time.
- Meets assigned deadlines without additional prompting by supervisors or others.
- Follows established call-in procedures and submits leave request forms timely.
- Actions and speech reflect a commitment to OCCC.
- Never disparages the College or its employees.
- Maintains confidentiality.
- When on leave, arrangements are made to ensure workload continuity.
- Adapts quickly to changes with a genuine desire to do what it takes to accomplish the task.



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DIVERSITY, EQUITY, & INCLUSION

Respecting the value of our differences and creating/fostering a welcoming environment.

EXAMPLES

- Treats all individuals with respect and courtesy.
- Seeks and considers diverse perspectives, ideas, and learning opportunities.
- Contributes to a welcoming environment where others feel comfortable to engage, learn, and work.

ADDITIONAL CORE COMPETENCIES FOR ADMINISTRATORS, PROFESSIONALS, OR TECHNICAL PARAPROFESSIONALS

If your position is classified as any of the three categories above,
there are two additional core competencies. They are:

PLANNING, ANALYSIS, AND DECISION MAKING

EXAMPLES

- Identifies and clarifies desired outcomes and creates check points and timeframes to realistically achieve those outcomes.
- Develops alternatives and contingency plans when necessary.
- Evaluates and refines plans.
- Identifies problems and develops creative solution-oriented results.
- Considers and generates options to solve problems.
- Obtains facts and includes appropriate individuals when making decisions.
- Produces clear, concise, and accurate recommendations.
- Makes decisions that reflect sound judgement and assessment of facts.

PROFESSIONAL CONTRIBUTIONS AND ACCOMPLISHMENTS

EXAMPLES

- Participates in College, team/department, community, and professional organizations when possible.
- Makes significant contributions to department, division, and/or College.



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ADDITIONAL CORE COMPETENCIES FOR SUPERVISORS

If your role has any supervisory responsibility,
there are four additional core competencies. They are:

SUPERVISION

EXAMPLES

- Provides support and constructive feedback that enables employees to consistently improve performance and solve problems.
- Anticipates upcoming changes in work duties.
- Encourages employees to explore training opportunities.

LEADERSHIP

EXAMPLES

- Develops a vision for the team and communicates it clearly.
- Assists each member of the team in identifying their appropriate contribution.
- Provides team with constructive feedback enabling them to make any necessary adjustments.
- Celebrates and rewards success.

PLANNING AND ORGANIZATION

EXAMPLES

- Analyze work, set goals, and develop plans of action.
- Aligns goals with OCCC Strategic Plan.
- Communicates goals and plans of action consistently with team.

BUDGET (**only if your role has budgetary management responsibilities*)

EXAMPLES

- Allocates budget appropriately.
- Maintains complete and accurate records.
- Expend budget ethically and responsibly throughout the year.