

Non-Faculty Core Competency List

Six main core work competencies for all OCCC employees:

- **Communication:** Effectively communicates by actively listening and sharing relevant information with co-workers, supervisor(s), and customers/clients so as to anticipate problems and ensure the effectiveness of the work unit and College.
 1. Effectively applies communication skills both orally and in writing.
 2. Fosters engaging and professional communication at all times.
 3. Speaks in a clear and direct manner.
 4. Engages in thoughtful and constructive dialogue.
 5. Speaks and responds courteously and in a prompt manner.
 6. Provides and exchanges information while keeping others informed.
 7. Practices active listening skills.
 8. Maintains confidentiality and exercises good judgement about what to say and when to say it. Avoids rumor and gossip.
 9. Meets routinely with stakeholders to request feedback, exchange information, and clarify expectations.

- **Interpersonal Skills:** Interacts effectively with others to establish and maintain smooth working relations.
 1. Contributes to positive work environment through interactions with others.
 2. Treats others with respect. Respect for other people's time and priorities. Polite, courteous.
 3. Seen as dependable.
 4. Does not initiate conflict and takes measures to ensure that conflict does not occur.
 5. Demonstrates tact and diplomacy when resolving conflict. Addresses concerns directly with individual(s) involved. Learns from conflict and makes appropriate changes.
 6. Demonstrates flexibility by adapting to changes in priorities and the work environment.
 7. Is cooperative and responsive. Accepts criticism and is open to new ideas.

- **Customer Service:** Works effectively with internal/external customers to satisfy service/product expectations.
 1. Responds promptly to requests for information and/or assistance. Follows up and meets customer expectations in a timely manner.
 2. Keeps appointments, call-return commitments, etc. Responds to telephone and email messages in a timely fashion.
 3. Treats customer(s) with respect and courtesy. Demonstrates a professional attitude in handling customer complaints.
 4. Listens to the customer and provides feedback that will benefit the customer in the future.

- **Job Knowledge:** Skilled in job-specific knowledge.

1. Skilled in job-specific knowledge which is necessary to provide the appropriate quantity and quality of work in a timely and efficient manner.
 2. Analyzes work, sets goals, develops plans of action, and utilizes time management practices.
 3. Employee can carry out assignments with minimal amount of supervision.
 4. Takes advantage of opportunities to increase job-related knowledge when/if offered.
- **Accountability:** Employee's work behavior demonstrates responsible person and professional conduct, which contribute to the overall goals and objectives of the work unit.
 1. Provides consistent, timely, high quality work.
 2. Arrives at work and meetings on time.
 3. Meets assigned deadlines without additional prompting by supervisors or others.
 4. Completes work by established timelines and routinely uses time efficiently
 5. Follows established call-in procedures for the work unit and submits leave request forms in a timely fashion.
 6. Actions and speech reflect a commitment to OCCC. Never disparages the College or its employees. Maintains confidential information.
 7. When on leave, arrangements are made for current work/responsibilities to continue.
 8. Responds to change with a genuine desire to do what it takes to get the job done.
 9. Performs standard duties throughout the year and assists coworkers in response to fluctuations in workload.
 10. Creates a positive work environment and influences the behavior of other employees by being supportive and optimistic in the approach to daily activities within the work environment.
 - **Diversity, Equity, & Inclusion:** Respecting the value of differences and creating a welcoming environment.
 1. Treats all individuals with respect.
 2. Seeks and considers diverse perspectives, ideas, and learning opportunities.
 3. Contributes to a welcoming environment where others feel comfortable to learn and work.

If your position is classified as Administrator/Professional/Technical Paraprofessional, there are two additional competencies.

- Planning, Problem Analysis, and Decision Making:
 1. Identifies desired outcomes and creates check points and timeframes to realistically achieve those outcomes.
 2. Develops alternatives and contingency plans when necessary.
 3. Evaluates and refines plans.
 4. Identifies problems and develops creative solution-oriented results.
 5. Considers and/or generates options to solve problems.
 6. Obtains facts before making decisions and includes appropriate persons in the decision-making process.
 7. Produces clear recommendations.
 8. Makes decisions that reflect sound judgement and assessment of facts and related issues.

- Professional Contributions and Accomplishments:
 1. Participates in college, system, community, and professional organizations.
 2. Makes significant contributions to department, division, and college.

If you are in a supervisory role, there are up to 4 additional competencies:

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

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

- Planning and Organization:
 1. Analyze work, sets goals, and develops plans of action.
 2. Aligns goals with OCCC Strategic plan.
 3. Communicates goals and plans of actions with team.

- Budget** (only if your role has budgetary management responsibilities:
 1. Allocates budget appropriately.
 2. Maintains complete and accurate records.
 3. Expends budget ethically and responsibly throughout the year.