Core Competencies

**Personal Responsibility:** Displays rational, sound, moral, trustworthy judgment in both physical behavior and personal interactions to ensure integrity is upheld, quality service is rendered and student and employee retention and success are positively impacted.

**Key Behaviors**

- Creates trust in interactions with others through honesty, integrity, transparency and consistency in ones actions.
- Demonstrates civility and respect in interpersonal interactions by acting in ways that maintain and enhance the self esteem of others.
- Demonstrates passion, demonstrates leadership and takes initiative and does what is required to get the job done in a timely manner. Is actively self-motivated.
- Adapts behavior and is flexible to match the needs of a situation; adapts to and supports change.

**Customer Service:** Meets or exceeds expectations of customers by providing quality service within established guidelines.

**Key Behaviors**

- Treats customers with courtesy and civility.
- Communicates in a way that’s understandable, courteous and respectful.
- Listens attentively to understand the needs of customers.
- Persists to achieve appropriate outcomes, quality service and excellence in the face of obstacles, constraints or setbacks. Has a “can do” attitude.
- Maintains positive body language, empathy and appropriate eye contact.
- Demonstrates GPC customer service standards including Greet, Listen, Help and Honor and exhibits GPC customer service attributes including being Helpful, Courteous, Responsive, Knowledgeable, and Accessible in the performance of job duties.
**Problem-Solving:** Identifies and implements *efficient and excellent* solutions to problems.

**Key Behaviors**

- Identifies the existence of and the cause(s) of a problem.
- Develops understanding of customer needs and wants by listening and asking questions.
- Identifies college policies, procedures, and practices that are relevant to the situation.
- Develops, analyses and implements efficient and effective alternative solutions in a timely manner.
- Uses good judgment, logic and reasoning. Considers the consequences of actions and implications for the customer and for the College to ensure the vision, mission and goals of the College are fulfilled.
- Identifies and involves the appropriate people and resources required to solve a problem.
- Resolves conflicts in a positive, productive manner willingly. Clarifies concerns, issues and/or problems.

**Teamwork:** Works collaboratively in a group of two or more people in order to achieve the common objective(s) and/or goal(s) of the entire group, the department and the College.

**Key Behaviors**

- Contributes individual knowledge skills, ideas, relevant information and effort willingly.
- Develops the skills needed for effectiveness in achieving team goals. Is interested in learning.
- Exercises flexibility and compromise and adapts to others behavioral style to achieve team goals.
- **Respects the diversity** and individuality of others and is respectful of differences in perspectives.
- Seeks, is open to, and provides constructive feedback.
Puts aside personal agenda and places the goals of the group first.

- **Displays passion** for an interest in the project (i.e. motivated), gets involved, **demonstrates leadership** and goes beyond his/her role and is committed to the successful completion of team goals.

**Continuous Improvement and Learning:** Improves in the performance of job duties. Makes appropriate use of technology and engages in continually gaining knowledge, learning new programs and/or processes for application to work-related tasks.

**Key Behaviors**

- Actively seeks learning opportunities to improve effectiveness **creativity and efficiency** in the performance of job responsibilities. *Has a passion for* learning.

- Takes on additional tasks willingly in order to increase knowledge of current position and participates in cross-training, while maintaining a high level of performance in base job duties.

- **Demonstrates leadership** and actively seeks information concerning changes in college policies and procedures and cooperates in the transition to a new process or procedure. Develops a smooth transition plan for job related tasks in cooperation with supervisor.

- Seeks, reads, studies, attends, participates in and applies the knowledge from professional development opportunities from various sources and in available formats - both within the college and from external organizations in cooperation with supervision.

- Develops and maintains a working knowledge of new tools and technological advances and applies, when applicable, new knowledge to job processes.

**Communication (Oral and Written):** Conveys information orally and in writing, clearly and effectively, in all circumstances. Presents ideas that are understood by the reader/listener. Reads and interprets written information appropriate for the job.

**Key Behaviors**

- Conveys clear ideas and information orally, both one-on-one and in group settings.

- *Respects diversity* and adjusts presentation style for audience by way of non-verbal communication, tone of voice, body language and/or visual aids.
 Writes and speaks in a clear, concise, organized manner to convey messages appropriately.

 Listens well with the intent to respond in a positive manner.

 Documents work activities appropriately.

 **Engages with** students and employees and provides them the information they need to be successful in the most effective medium/media i.e. discussion, meeting, video, email, personal letter

 Openly communicates with colleagues, students and others.

**Organizational Accountability:** *Fulfills commitments* effectively, resolves issues, solves problems and interacts with others in a positive manner aligned with the vision, mission, goals and values of the GPC Strategic Plan.

**Key Behaviors**

 Completes job duties in accordance with established performance standards.

 Manages time and completes tasks effectively, within established timeframes. Recognizes the urgency of completing work and acts accordingly.

 Uses the college’s vision, mission and values effectively as the foundation for making decisions and performing job duties.

 Complies with appropriate Federal and State laws and BOR and GPC policies and procedures in all actions and decisions.

 *Acts with integrity* and accepts responsibility for the consequences of actions and decisions.

Note: Highlighted/italicized text denotes direct linkage with the GPC Strategic Plan and Core Values.