

Job Competencies – Short Descriptions

*The purpose of this document is to provide an index of job competencies
and links to documentation of their full descriptions.*

Table of Contents

1. Analytical Thinking	2
2. Building Trust	2
3. Change Management	2
4. Coaching	2
5. Collaboration.....	2
6. Communication Skills.....	2
7. Computer Skills	2
8. Conflict Management.....	2
9. Continuous Improvement.....	3
10. Creativity.....	3
11. Customer Service	3
12. Decision Making.....	3
13. Facilitation	3
14. Fiscal Management	3
15. Flexibility	3
16. Initiative	3
17. Job Expertise.....	4
18. Leadership.....	4
19. Management.....	4
20. Meeting Ethical Standards	4
21. Multi-Tasking	4
22. Planning	4
23. Political Skill.....	4
24. Problem Solving.....	4
25. Project Management	5
26. Reliability.....	5
27. Social Awareness	5
28. Supervision	5
29. Teamwork & Interpersonal Skills.....	5
30. Technology Use/Management	5
31. Vision/Strategic Thinking.....	5

Human Resources Department: Job Competencies – Short Descriptions

1. Analytical Thinking

Approaching a problem or situation by using a logical, systematic, sequential approach.

2. Building Trust

Communicates an understanding of the other person's interests, needs and concerns; identifies and communicates shared interests and goals; identifies and communicates differences as appropriate; demonstrates honesty, keeps commitments and behaves in an appropriate manner.

3. Change Management

Demonstrates support for innovation and for organizational changes needed to improve the organization's effectiveness; facilitates the implementation and acceptance of change within the workplace.

4. Coaching

Provides guidance, opportunities and motivation to develop and strengthen knowledge, skills, and competencies to improve employee's capabilities.

5. Collaboration

Develops networks and builds alliances; engages in cross-functional activities.

6. Communication Skills

Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts.

7. Computer Skills

Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.

8. Conflict Management

Uses appropriate interpersonal styles and methods to reduce tension or conflict between two or more people, by presenting the facts, analysis, and conclusions or solutions that show command of content and perspectives and interests of the audience.

9. Continuous Improvement

Actively identifies new areas for learning and regularly creates and takes advantage of learning opportunities.

10. Creativity

Addresses objectives and problems while questioning traditional assumptions/solutions in order to generate creative ideas and new ways of doing business; exhibits creativity and innovation when contributing to organizational and individual objectives; seeks out opportunities to improve, streamline, reinvent work processes.

11. Customer Service

Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.

12. Decision Making

Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.

13. Facilitation

Exhibits behaviors and techniques that enhance the quality of group processes.

14. Fiscal Management

Understands the relationship of the budget and resources to the strategic plan; complies with administrative controls over funds, contracts, and procurements.

15. Flexibility

Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.

16. Initiative

Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.

17. Job Expertise

Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.

18. Leadership

Leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, allowing others to learn from mistakes; provides motivational supports and direction.

19. Management

Evaluates priorities to ensure the 'true' top priorities are handled satisfactorily; sets clear goals for the employees and the work unit.

20. Meeting Ethical Standards

When confronted with ethical dilemmas, acts in a way that reflects relevant law, policy and procedures, agency values, and personal values.

21. Multi-Tasking

Can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).

22. Planning

Acts to align own unit's goals with the strategic direction of the organization; defines tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives.

23. Political Skill

In taking action, demonstrates an understanding and consideration of how it will impact stakeholders and affected areas in the organization.

24. Problem Solving

Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.

25. Project Management

Ensures support for projects and implements agency goals and strategic objectives.

26. Reliability

Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

27. Social Awareness

Demonstrates the ability to read or sense other people’s emotions and how they influence the situation of interest or concern; demonstrates empathy and organizational awareness.

28. Supervision

Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.

29. Teamwork & Interpersonal Skills

Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.

30. Technology Use/Management

Uses efficient and cost-effective approaches to integrate technology into the workplace and improve program effectiveness.

31. Vision/Strategic Thinking

Supports, promotes, and ensures alignment with the organization’s vision and values; understands how an organization must change in light of internal and external trends and influences; builds a shared vision with others and influences others to translate vision to action.
