Supporting Services Core Competencies

Commitment to Students

- Understands how the job contributes to student success
- Cares about the overall learning environment to ensure student success
- Acts with students in mind
- Is dedicated to meeting expectations of all stakeholders
- Is dedicated to supporting high-quality education for all students
- Is dedicated to the successful achievement/performance of all groups by supporting the elimination of racial and ethnic inequalities.

Knowledge of Job

- Understands assigned job duties
- Is knowledgeable about current and new practices and methods
- Uses appropriate materials equipment and resources
- Implements and completes work assignments
- Knows appropriate policies procedures and regulations

Professionalism

- Is patient to hear the entire story
- Is calm under pressure
- Is timely with information
- Is positive, reliable, and trustworthy
- Responds to all people equitably
- Is proactive when handling all situations
- Possesses the ability to handle all matters in a professional and confidential manner

Interpersonal

- Is polite and approachable
- Is able to be a team member/player
- Cares about people
- Is available and ready to help
- Treats people with respect
- Acts as a mentor and a student advocate
- Attempts to understand other perspectives
- Relates well to others

Communication

- Understands how to be an active listener
- Is effective in oral and written skills
- Is able to communicate well to manage conflict and deal effectively with problem situations
- Is tactful when handling situations and difficulties, making the least possible disruption

Organization

- Knows how to get things done in the classroom, school, office, or other work location
- Assists as needed to organize meeting and tasks
- Anticipates needs of stakeholders
- Gets things done in a timely manner
- Manages a broad range of activities

Problem Solving

- Changes routines to fit the needs of the situation
- Accesses and uses resources effectively and efficiently
- Identifies process improvements
- Explores beyond the obvious when solving problems
- Ask appropriate questions to clarify situations
- Is logical when discussing the pros and cons of situations
- Recognizes issues and their implications quickly