Office of Human Resources

Mission Based Competencies -
A defined set of behaviors, skills, knowledge that will help ensure success in a specific environment.
Our objective is to identify a competency set that will enhance organizational performance while supporting the Mission, Vision and Core Values of the College.

Competency	Behaviors
Communication	- Actively listens - Asks questions to ensure understanding - Appropriately expresses views and ideas - Promotes discussion - Encourages response and dissent to views and opinions - Refrains from judgment or criticism of alternative views - Shares information and ideas openly
Leadership	- Provides clear direction and instruction - Promotes alignment with organizational direction - Consistently acts in an honest and ethical manner - Maintains an open mind - Focuses on the best interests of the organization - Separates personal interests from organizational interests to make sound decisions - Seeks input and participation from appropriate interested parties - Provides opportunities for personal and professional growth and development
Collaboration	- Seeks out input and opinions of colleagues and staff - Values input and perspectives of others - Initiates joint projects - Adapts and accepts new ideas for greater good of the organization/project - Works at building consensus

Integrity	• Treats people fairly and with respect • Offers honest, accurate opinions and feedback in an appropriate manner • Provides complete answers • Committed to personal and organizational values and interests • Demonstrates sound, consistent and ethical decision making • Takes responsibility and ownership for decisions, actions and outcomes for self and area of responsibility
Diversity	• Embraces differences in culture, background, ethnicity, gender and beliefs • Creates opportunities for individual outside the majority • Removes barriers to those outside the majority • Recognizes the value of differing views and opinions and seeks them out • Creates environment where all are welcome and feel valued
Service	• Strive to be welcoming, courteous and helpful • Asks questions to fully understand the needs or expectations of others • Focuses on what can be done to meet needs • Takes personal responsibility for resolving service problems completely • Provides timely response and checks to ensure needs have been met • Considers the impact on the external or internal customer and alignment with policy/practice when taking action • Looks for creative approaches to providing or improving services that may increase efficiency and decrease cost • Finds opportunities to pass on knowledge and transfer skills to others