

COMPETENCY DEFINITIONS

Employee Core Competencies - 40% overall weighting

The Catholic and Vincentian tradition at St. John's University is the foundation and the source of the core values its members strive to embody: truth, love, respect, opportunity, excellence and service.

The Mission/SJU Values at work are expressed and integrated into the work at SJU through the following competencies.

Provide Timely and Excellent Service: *Provides service to students and customers that projects a positive image of SJU and your department.*

Some examples include:

- Engages students and makes a direct connection between students and appropriate resources to resolve issue and avoid the campus run-around, even if not directly part of the job responsibilities.
- Provides timely and courteous service that projects a positive image of SJU and your department.
- Follows up on internal and external requests in a timely, respectful manner and helps to answer questions and resolve problems.
- Empathizes with the range of students', parents', co-workers', faculty and alumni needs and views situations from their perspectives; is flexible and provides appropriate solutions.

Diversity and Inclusion: *Demonstrates the ability to communicate across differences to create a collaborative, collegial, and caring community. Actively seeks and considers perspectives and experiences from people different from oneself.*

Some examples include:

- Establishes and welcomes effective working relationships with all members of the University community.
- Regularly builds knowledge of and seeks improvement in areas of cultural awareness.
- Challenges or reports unacceptable behaviors towards others, especially people different than oneself.
- Speaks up when others are being excluded or treated inappropriately.

Shared Ownership/Accountability: *Demonstrates an institutional perspective--balances individual and departmental interests with those of the University's strategic priorities.*

Some examples include:

- Assumes responsibility for meeting all expectations of the job while making student satisfaction a priority, regardless of job description.
- Manages self and responsibilities effectively; produces quality, accurate results. Works well independently yet seeks support when appropriate.
- Follows through on commitments; meets time frames and deadlines; delivers what is expected.
- Operates with an appropriate sense of urgency.
- Responds professionally to constructive feedback.
- Handles confidential information in a discreet manner.

COMPETENCY DEFINITIONS

Employee Core Competencies - 40% overall weighting (continued)

Adapting to Change: *Demonstrates resiliency. Maintains effectiveness when faced with changes in direction, priorities, schedules and responsibilities. Identifies and implements alternative ways of doing things where existing approaches no longer apply.*

Some examples include:

- Deals well with ambiguity and remains focused and positive during uncertain times.
- Identifies and implements alternative ways of doing things where existing approaches no longer apply.
- Adjusts to multiple and changing work demands.
- Remains flexible and adaptable in a changing organizational climate.

Collegiality and Teamwork: *Works collaboratively and respectfully within and across departments. Shares information, solicits input and seeks mutually agreeable outcomes.*

Some examples include:

- Demonstrates respectful and consistently positive behavior with co-workers.
- Participates appropriately in team situations in varying roles: leader, facilitator, member, etc.
- Reaches out to others across academic units, functional lines and campuses to make decisions and accomplish objectives that support the student and the overall mission of SJU.
- Shares information, solicits input and seeks mutually agreeable outcomes. Leverages internal resources – avoids duplication.
- Interacts with a wide range of people and demonstrates respect for their unique ways of relating to others.
- Addresses problems directly and in a timely manner. Maintains composure when dealing with conflicts, stress or problem situations.

Communication: *Communicates clearly, concisely and respectfully in all interactions: listens to understand.*

Some examples include:

- Communicates clearly and respectfully on the telephone and in face-to-face interactions.
- Adapts communication style to accommodate diverse backgrounds and styles.
- Listens to others' input and feedback; does not interrupt or talk over others.
- Presents written and oral ideas in a clear and succinct manner using a respectful tone to all, regardless of level.
- Uses appropriate techniques to defuse difficult situations with all, particularly when handling student concerns.

Quality of Work: *Delivers products and services with little or no rework required and minimal supervision; uses time and resources effectively and efficiently. Proactively seeks opportunities for improvement in work quality and processes.*

Some examples include:

- Delivers products and services with little or no rework required and minimal supervision; uses time and resources effectively and efficiently.
- Proactively seeks opportunities for improvement in work quality and processes.
- Volunteers to take on extra work and performs those assignments competently.