St. John’s University  
Student Worker Assessment

Student Worker Core Competencies

These competencies are crucial to being a successful student worker who can provide outstanding service to students, alumni, employers and other guests on campus.

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<tr>
<th>Competency Area</th>
<th>Demonstrated Skills</th>
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| Communication and Student/Customer Centered: | • Exhibits good listening and comprehension skills.  
• Effectively expresses oneself in all written and oral communications.  
• Responds with tact, diplomacy and composure when dealing with others.  
• Greets visitors in a friendly manner.  
• Avoids the “campus run-around” by making direct connection between students and appropriate resources. |
| Teamwork:                              | • Cooperates with others toward the achievement of common goals.  
• Actively contributes and fully participates in team initiatives.  
• Builds and maintains constructive work relationships. |
| Responsive to Change:                  | • Supports and adapts to changes in the work environment.  
• Displays a proactive, problem-solving approach toward work.  
• Committed to learning by continuously increasing skills, knowledge and effectiveness. |
| Mission & Values:                      | • Supports and models institutional values including: truth, love, respect, opportunity, service and excellence.  
• Respects and supports the Catholic, Vincentian and Metropolitan identity of the university.  
• Understands and supports the university’s efforts to serve all in need, especially those who are disadvantaged. |
| Professionalism:                       | • Uses courteous language such as: Please hold; Excuse me; Thank you; Good morning; Welcome.  
• Dresses professionally (no shorts, tank tops, short skirts, torn clothing, etc); maintains tidy appearance.  
• Avoids having loud personal conversations in the reception area.  
• Does not use cell phone while working (for phone calls, texting, etc.).  
• Arrives at work on time.  
• Has no more than 3 unplanned absences during one semester.  
• In the event of illness or other unexpected circumstances, contacts supervisor by phone in advance of shift.  
• Responds professionally to constructive feedback.  
• Handles confidential information in a discreet manner.  
• Assumes responsibility for meeting job expectations (meets time frames and deadlines; delivers what is expected; follows through on commitments; seeks support when appropriate). |
| Attention to Detail                    | • When taking phone messages, includes thorough information such as name, phone number, date, time, message details, and initials.  
• Follows departmental rules for filing correspondence, records, etc.  
• Can retrieve computer files and other files when requested.  
• Follows office procedures and processes as outlined. |
| Critical & Analytical Thinking         | • Seeks information.  
• Classifies information (distinguishes between important vs. unimportant information, supporting vs. contrary information).  
• Identifies issues.  
• Presents alternate points of view.  
• Evaluates options.  
• Makes evidence-based decisions. |