

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.

Competency Area	Demonstrated Skills
Communication and Student/Customer Centered:	<ul style="list-style-type: none"> <li>• Exhibits good listening and comprehension skills.</li> <li>• Effectively expresses oneself in all written and oral communications.</li> <li>• Responds with tact, diplomacy and composure when dealing with others.</li> <li>• Greets visitors in a friendly manner.</li> <li>• Avoids the "campus run-around" by making direct connection between students and appropriate resources.</li> </ul>
Teamwork:	<ul style="list-style-type: none"> <li>• Cooperates with others toward the achievement of common goals.</li> <li>• Actively contributes and fully participates in team initiatives.</li> <li>• Builds and maintains constructive work relationships.</li> </ul>
Responsive to Change:	<ul style="list-style-type: none"> <li>• Supports and adapts to changes in the work environment.</li> <li>• Displays a proactive, problem-solving approach toward work.</li> <li>• Committed to learning by continuously increasing skills, knowledge and effectiveness.</li> <li>• Actively seeks and initiates creative and innovative solutions.</li> <li>• Exercises sound, accurate and informed independent judgment when needed.</li> </ul>
Mission & Values:	<ul style="list-style-type: none"> <li>• Supports and models institutional values including: truth, love, respect, opportunity, service and excellence.</li> <li>• Respects and supports the Catholic, Vincentian and Metropolitan identity of the university.</li> <li>• Understands and supports the university's efforts to serve all in need, especially those who are disadvantaged.</li> </ul>
Professionalism:	<ul style="list-style-type: none"> <li>• Uses courteous language such as: Please hold; Excuse me; Thank you; Good morning; Welcome.</li> <li>• Dresses professionally (no shorts, tank tops, short skirts, torn clothing, etc); maintains tidy appearance.</li> <li>• Avoids having loud personal conversations in the reception area.</li> <li>• Does not use cell phone while working (for phone calls, texting, etc.).</li> <li>• Arrives at work on time.</li> <li>• Has no more than 3 unplanned absences during one semester.</li> <li>• In the event of illness or other unexpected circumstances, contacts supervisor by phone in advance of shift.</li> <li>• Responds professionally to constructive feedback.</li> <li>• Handles confidential information in a discreet manner.</li> <li>• Assumes responsibility for meeting job expectations (meets time frames and deadlines; delivers what is expected; follows through on commitments; seeks support when appropriate).</li> </ul>
Attention to Detail	<ul style="list-style-type: none"> <li>• When taking phone messages, includes thorough information such as name, phone number, date, time, message details, and initials.</li> <li>• Follows departmental rules for filing correspondence, records, etc.</li> <li>• Can retrieve computer files and other files when requested.</li> <li>• Follows office procedures and processes as outlined.</li> </ul>
Critical & Analytical Thinking	<ul style="list-style-type: none"> <li>• Seeks information.</li> <li>• Classifies information (distinguishes between important vs. unimportant information, supporting vs. contrary information).</li> <li>• Identifies issues.</li> <li>• Presents alternate points of view.</li> <li>• Evaluates options.</li> <li>• Makes evidence-based decisions.</li> </ul>