

**Core Competencies (expectations for all UMMS employees):**

**ACCOUNTABILITY**

- Holds self and others accountable for measurable, high-quality, timely, and cost effective results
- Consistently demonstrates energy, enthusiasm, and maximum effort in completing responsibilities
- Demonstrates flexibility in response to changing priorities
- Accepts personal responsibility for own actions, including errors
- Supports other team members by prioritizing and altering daily routines to complete assignments
- Complies with established policies, procedures, and rules
- Participates in cross-functional teams and works effectively with employees from diverse backgrounds

**INITIATIVE**

- Takes prompt action to accomplish tasks and meet goals and objectives
- Completes assignments with minimal direct oversight
- Utilizes equipment, supplies, and technology to achieve maximum efficiency
- Recommends process improvements within department and organization
- Collaborates with other employees and departments as needed
- Actively participates in the development and achievement of team goals

**PROBLEM SOLVING/DECISION MAKING**

- Identifies and analyzes problems weighing the relevance and accuracy of available information and recognizing one's filters, privileges, biases, and cultural preferences
- Generates and evaluates alternative solutions and makes effective and timely decisions
- Reviews the effects and implications of decisions and takes appropriate follow up actions

**QUANTITY/QUALITY of WORK**

- Pays close attention to detail
- Strives to achieve accuracy and consistency in all tasks
- Organizes work to achieve maximum productivity
- Actively applies strategies and tactics that routinely deliver results
- Follows all safety rules, proactively works to prevent accidents, and encourages the use of sound judgment in order to comply with departmental and UMMS safety policies and procedures
- Produces a consistently high volume of work that also meets quality standards

**SERVICE ORIENTATION**

- Applies effective interpersonal and problem-solving skills when responding to clients
- Treats all of our diverse internal and external clients with respect and courtesy
- Understands the needs and expectations of diverse clients and anticipates how to fulfill them
- Demonstrates cultural sensitivity and competence when interacting with clients, fellow employees, and guests
- Takes personal responsibility applying proactive, solution focused approaches in responding to client needs

**DIVERSITY & INCLUSION**

- Understands how social group identities shape the settings in which we work
- Demonstrates self-awareness and the ability to see other points of view, valuing diverse experiences and ways of knowing
- Negotiates conflict and facilitates discussions with culture competence and cultural humility
- Shows commitment to continuous learning/improvement in managing diversity

**Leadership/Management (for those with supervisory responsibilities)**

Sets clear priorities, goals and expectations and provides timely, constructive, and balanced feedback in holding staff members accountable

Delegates effectively and empowers team members and flexes style when faced with diverse teams understanding and effectively managing complex group dynamics and diverse perspectives

Manages performance problems and team conflicts skillfully

Demonstrates effective mentoring, developing and motivating skills

Inspires and fosters team commitment, spirit, pride and trust and is attentive to the well-being of her/his staff

Takes a long-term view building a shared vision with staff in planning, decision making, and process improvement

Acts as a positive role model

Ensures that diverse, talented employees are appropriately recruited, selected, oriented, and acclimated to the organization

