

Administrative Faculty Evaluation Competencies for Success

Competencies are broad because of the variety of jobs and responsibilities of administrative faculty. It is recognized that there may be additional competencies that should be added for some positions. This approach to competencies provides maximum flexibility in evaluating performance. If you elect to create additional competencies, provide a brief description so the competency is understood by the supervisor and the employee. The definition of each *Competency* is listed in the left column, the *Individual Contributor Descriptors* are listed in the middle column, and the *Manager Descriptors* are in the right column. An Individual Contributor is an employee that does not supervise other employees. A Manager has responsibility for supervision of employee(s). The **descriptors** in the Manager column that are ***bold and italicized*** are in addition to descriptors noted in the Individual Contributor column.

Competency	Individual Contributor-Descriptors	Manager-Descriptors
<p>Serving Constituents:</p> <p>Meets the needs of internal and external customers; shows enthusiasm and support for others' interests; establishes diverse and positive relationships.</p>	<ul style="list-style-type: none"> • <u>Committee work</u>: Serves on formal, informal, standing, and ad-hoc committees of the university; works toward the overall good of constituents though indirectly related to professional interests. • <u>Contribution</u>: Engages in outreach activities within the community and profession; respects contributions of others; uses professional expertise to create good will and equity for the university. • <u>Customer service</u>: Shows customer empathy; balances needs of customer with value to business; anticipates customer needs and acts upon them; considers customer perspective; committed to customer satisfaction with quality products 	<ul style="list-style-type: none"> • <u>Committee work</u>: Serves on formal, informal, standing, and ad-hoc committees of the university; works toward the overall good of constituents though indirectly related to professional interests. • <u>Contribution</u>: Engages in outreach activities within the community and profession; respects contributions of others; uses professional expertise to create good will and equity for the university. • <u>Customer service</u>: Shows customer empathy; balances needs of customer with value to business; anticipates customer needs and acts upon them; considers customer perspective; committed to customer satisfaction with quality products and services;

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	and services; strives for continuous improvement of services.	strives for continuous improvement of services.