

# Seven Job Factors

**Job Knowledge/Skills:** Demonstrated knowledge and skills such as work practices, policies, procedures, resources, relationship of work to the organization's mission; employee's self-improvement efforts to enhance skills and knowledge and stay current with changes that impact the job.

**Work Results:** Meeting established objectives/expectations/standards of quality, quantity, customer service, and timeliness both individually and in a team.

**Communications:** Exchanging information with others in an effective, timely, clear, concise, logical, and organized manner; includes listening, speaking, writing, presenting, and sharing information.

**Initiative/Problem Solving:** Self-directed, resourceful, creative; identifying and resolving problems; following through on assignments; and initiating or modifying ideas, etc.

**Interpersonal Relations/EEO:** Positive and constructive relationships (internal and external), willingness to function as a team player, give and receive constructive criticism, accept supervision, resolve conflicts, recognize needs of others, treat others in a fair and equitable manner.

**Work Habits:** Efficient methods of operation, customer service, proper conduct, speech, ethical behavior, policies and procedures such as attendance, punctuality, safety, security, proper care and maintenance of equipment, economical use of office supplies.

**Supervision/Management:** Leadership, judgment, initiative, achievement of expectations; effectively manages programs/projects, employees, budget, organizational change to produce positive results; engages in strategic planning, performance management, teamwork, staff development; promotes diversity, customer service, inclusiveness, collaboration, effective communication, positive relations; uses innovation and fulfills administrative requirements.