

THE CORE COMPETENCIES AND CULTURE OF ABOR & UNLOCK MLS

At ABoR, to perform the job successfully, an individual should demonstrate the following:

Communications - Exhibits good listening skills and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

Customer Service - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Cultural Awareness - The capacity to recognize and value diversity as a strengthening aspect of the workplace, to be willing to explore self-assessment, with positive intent manage the dynamics of difference, acquire and practice cultural knowledge and adapt to diversity and the cultural contexts of the communities one works and serves in.

Commitment to Excellence - Must demonstrate a commitment to quality by taking pride in your work and striving to deliver the best possible results. Actively looks for opportunities to improve the way you work, generate ideas for streamlining processes, and consistently work to produce the best work product.

Adaptive to Change/Flexible (General) - Commits to drive change initiatives, receptive to frequent change occurring within the workplace. Exhibits an openness to different and new ways of doing things. Consistent willingness to modify one's preferred way of doing things for the greater good of the organization. Able to see the value and merit of perspectives other than own and can accept consensus without creating negative internal narratives. Demonstrates openness to organizational improvements to include but not limited to: organizational structures, systems, procedures, and technology. Quickly able to adapt to a different strategy and "fail fast" when an initially selected one isn't effective. Ability to modify a maintain a strongly held position in the face of contrary evidence.

Adaptive and Change Management/Flexible (Leaders) - Ability to streamline services, adjust budgets, reposition team roles to improve performance. Consistently drive change initiatives by being receptive and open to frequent change occurring within the workplace. Demonstrates strong people skills and define and articulate a clear direction for employees and customer (if applicable) to understand. Consistent willingness to modify one's preferred way of doing things for the greater good of the organization. Able to see the value and merit of perspectives other than own and can accept consensus without creating negative internal narratives. Demonstrates openness to organizational improvements to include but not limited to: organizational structures, systems, procedures, and technology. Quickly able to adapt to a different strategy and "fail fast" when an initially selected one isn't effective. Ability to modify a maintain a strongly held position in the face of contrary evidence.

Attention to Communication - Ability to convey information cross-functionally and to ensure that information is passed on to others who should be kept informed. Consistently ensures that others directly involved in a work project, initiative, or effort are kept informed about changes, modifications, developments, and deliverables. Committed to sharing important information in a timely manner and as appropriate. Leverages multiple channels or modes of communicating important information (example: phone, text systems, memos, newsletters, meetings, electronic mail).

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Managing Competing Priorities - Ability to reprioritize tasks and projects, maintain and/or negotiate deadlines when needed. that works for both of you. Ability to reprioritize often and consistently affirm and oversee current priorities and adjust when the priorities shift, ideally while maintaining professional working relationships.

Detail-oriented - Must have strong attention to detail and be able to prioritize and manage multiple tasks simultaneously.

Cost Consciousness - Works within an approved budget. Conserves organizational resources.

Project Management - Coordinates projects. Communicate changes and progress. Completes projects on time and within budget.

Dependability - Commits to doing the best job possible. Follows instruction. Keeps commitments. Meets attendance and punctuality guidelines. Responds to requests for service and assistance. Takes responsibility for own actions.

Planning & Organization - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

Innovation - Displays original thinking and creativity. Meets challenges with resourcefulness. Generates suggestions for improving work. Develops innovative approaches and ideas. Presents ideas and information in a manner that gets others' attention.

Quality - Fosters quality focus in others. Improves processes. Measures key outcomes. Sets clear quality requirements. Solicits and applies customer feedback.

Use of Technology - Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.



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