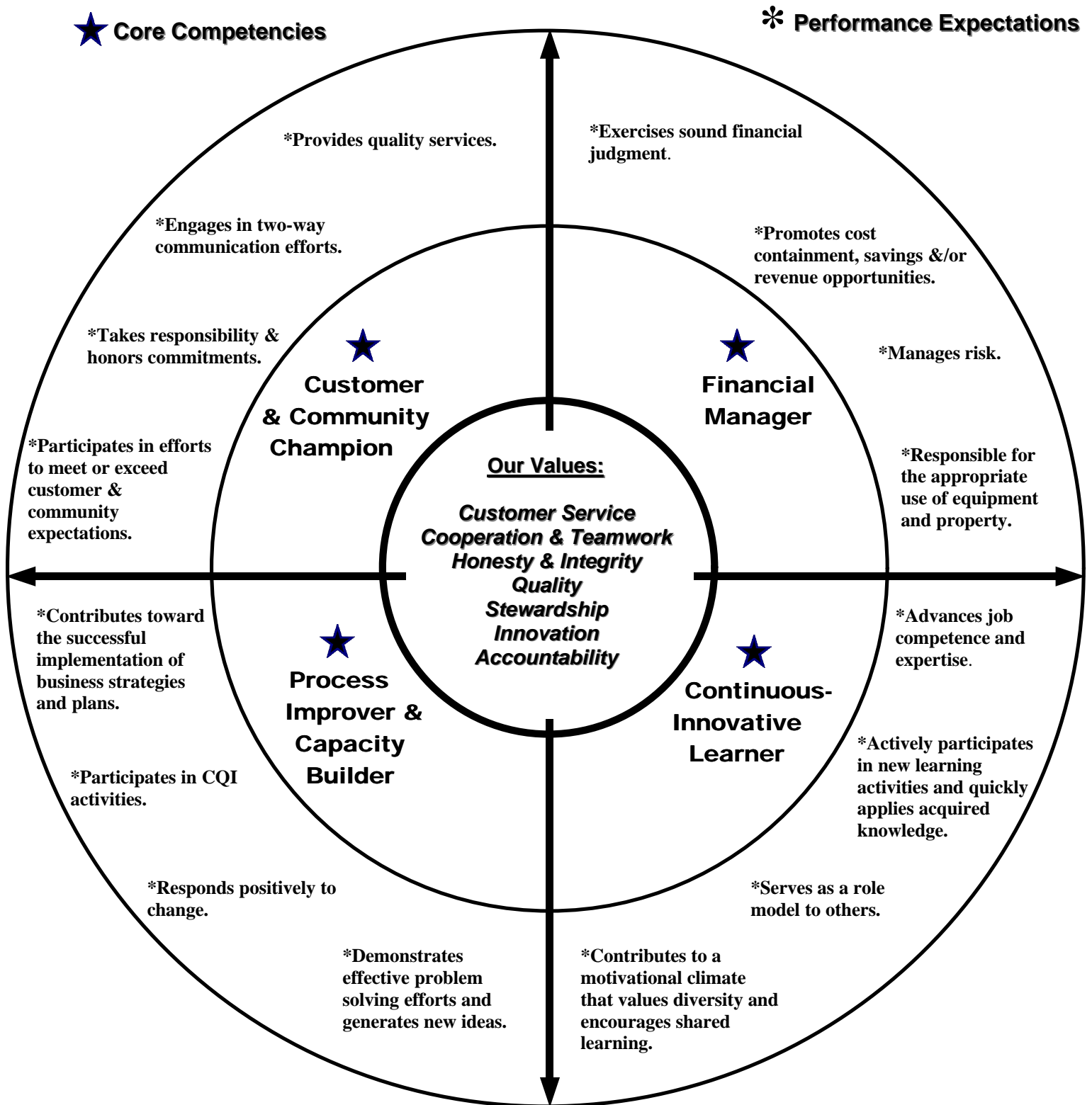


SCG Core Competencies - Employees



Core Competencies Descriptions for Employees

Customer & Community Champion

Does the employee advocate for our community & customers by ensuring that quality services are delivered in a respectful, responsive and team-centered manner?

1. **Provides quality services.** Delivers quality services within the community & across the enterprise. Strives to meet key customer expectations and requirements. Maintains awareness of existing customer satisfaction data and contributes to systematic improvement efforts.
2. **Engages in two-way communication efforts.** Engages in consistent, respectful two-way communication efforts with external customers, internal customers, partners & community groups.
3. **Takes responsibility & honors commitments.** Responsive to the customer and ensures that commitments and agreed upon deadlines are fulfilled.
4. **Participates in efforts to meet or exceed customer expectations.** Participates in efforts that meet or exceed customer expectations across the enterprise by working effectively with others to address customer expectations and resolve issues. Partners with individuals and teams throughout the enterprise to establish and maintain strong community relationships.

Financial Manager

Do the individual's actions support optimal use of public funds and property?

1. **Exercises sound financial judgment.** Quickly adapts to changing economic conditions by considering costs, benefits and overall value of work efforts. Operates within SCG budget limits. Effectively balances existing resources (i.e., human, technology and money)
2. **Promotes cost containment, savings &/or revenue opportunities.** Minimizes expenditures by seeking no-to-low cost alternatives.
3. **Manages risk.** Protects financial resources by creating a safe and accident-free environment.
4. **Responsible for the appropriate use of equipment and property.** Holds self accountable for the responsible use of county-owned property and equipment.

Process Improver & Capacity Builder

Does the individual participate in efforts that result in the successful implementation of strategic plans and continuous quality improvement? Does this employee support change efforts and seek new solutions for addressing evolving challenges?

1. **Contributes toward the successful implementation of business strategies and plans.** Helps to successfully implement business strategies. Monitors progress toward performance measures and produces meaningful outcomes. Ensures that individual goals support enterprise, business center and business unit goals.
2. **Participates in Continuous Quality Improvement (CQI) activities.** Participates in process improvement activities. Seeks to minimize errors and rework.
3. **Responds positively to change.** Supports change efforts and seeks new ways to meet evolving challenges.
4. **Demonstrates effective problem solving efforts and generates new ideas.** Demonstrates effective problem-solving and decision-making practices. Generates new ideas that contribute to cost-savings, increased efficiency or improved effectiveness.

Continuous-Innovative Learner

Is this employee competent in their professional, interpersonal and technical skills? Does the individual value diversity, support efforts that result in the well-being and satisfaction of others and demonstrate a commitment to on-going learning?

1. **Advances job competence and expertise.** Demonstrates interpersonal, professional and technical competence as indicated in best practices.
2. **Actively participates in new learning activities and quickly applies acquired knowledge.** Participates in learning activities that enhance skills, knowledge and abilities. Effectively applies new knowledge and skills.
3. **Serves as a role model to others.** Demonstrates 2-way communication and effective interpersonal skills. Responds positively and productively in all situations.
4. **Contributes to a motivational climate that values diversity and encourages shared learning.** Helps to foster a work climate that encourages peers to work at their highest potential. Values diversity and supports efforts that result in the well-being and satisfaction of others. Is non-defensive, open to feedback and receptive to learning new ideas.