

City of Round Rock Core Competencies – General Employees

Customer Service: Anticipating, meeting, or exceeding customer needs, wants, and expectations in a timely and courteous manner. Representing the department in a positive and professional manner.

- Responds to customers promptly
- Is patient, friendly, and courteous with customers and employees
- Follows through on customer requests and questions
- Resolves issues and complaints satisfactorily

Accountability and Personal Responsibility: Accepts responsibility for individual actions and the quality, quantity, and timeliness of his/her work product.

- Admits mistakes and works to avoid repeating them
- Arrives on time, is fully prepared for customers without delay, and works his/her assigned hours
- Behaves consistently with the department's and/or City's expectations regarding ethical conduct
- Produces output with a minimum number of errors
- Presents self professionally, positively, and assertively
- Accepts responsibility for achieving goals
- Manages time and priorities to achieve objectives
- Maintains confidentiality and protects the privacy of City employees and members of the public

Safety: Adhering to safety and health regulations.

- Maintains and observes safety and health standards
- Notifies others when they are violating safety and health regulations
- Operates machinery and equipment safely and properly
- Safe use of chemical products and all other products
- Reports problems and repair needs to supervisor or manager in a timely manner

Communication: Effectively communicating by listening and by conveying and receiving ideas, information, and direction. Writing clearly, succinctly, and understandably. Using (written) language to convey key messages and meaning.

- Communicates clearly, concisely, and understandably
- Repeats statements and instructions to ensure understanding
- Listens, observes, and strives to gain understanding of others
- Organizes information in logical sequences
- Exercises judgment in determining what information needs to be communicated
- Prepares clear, succinct, and well-written documents

Flexibility & Adaptability: Adjusts effectively with change and supports implementation of new initiatives and processes.

- Responds promptly to shifts in direction, priorities, and schedules
- Reacts positively to new approaches, ideas, and methods
- Juggles multiple priorities and tasks effectively
- Maintains productivity and appropriate responses during transitions and periods of high levels of pressure or stress