

City of Round Rock Core Competencies – Management and Supervisory 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 City 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.

Management & Supervisory Skills: Effectively authorizes work, oversees, and facilitates staff.

- Clearly defines responsibilities and authority limits of subordinates
- Makes effective assignments to subordinates based upon demonstrated skills and knowledge (delegation)
- Shows fairness and impartiality in interactions
- Demonstrates interest in employee welfare
- Elicits staff input where feasible
- Responds to staff suggestions and complaints in a serious, sensitive, and 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

Safety: Adhering to safety and health regulations.

- Ensures employees maintain and observe safety and health standards
- Responds appropriately to employees who are violating safety and health regulations
- Ensures employees operate machinery and equipment safely and properly
- Ensures employees safe use of chemical products and all other products
- Responds to and addresses repair needs in a timely manner

Planning, Organization & Vision: Utilizing logical, systematic, and orderly procedures to meet objectives. Planning, organizing, and implementing tasks or programs. Focusing initiative, attention, and actions on a goal, mission, or objective. Pursuing goals with commitment and taking pride in accomplishments.

- Requests or obtains information needed to complete assigned tasks
- Documents and files appropriate information in an organized way for future reference
- Recognizes and resolves scheduling conflicts
- Works effectively within established time frames and priorities
- Submits reports in a timely manner
- Uses logical, practical, and efficient approaches
- Demonstrates the ability to see the big picture
- Anticipates future trends or events