A. PERSONAL: CAPABILITY FOR EFFECTIVE PERFORMANCE

1. READING COMPREHENSION – Comprehends and correctly applies information presented in written form. Makes correct inferences; draws accurate conclusions.

2. MATHEMATICS – Performs arithmetic or higher-level mathematical computations accurately.

3. JUDGMENT AND DECISION MAKING – Accurately assesses situations, seeks new information if necessary, and applies all available information to reach sound conclusions/formulate effective response.

4. ANALYTICAL ABILITY – Identifies, obtains, and evaluates relevant information to establish relationships or patterns, cite causes, and reach logical conclusions.

5. LEARNING ABILITY – Readily acquires and applies new information.

6. ATTENTION TO DETAIL – Extremely careful in addressing all aspects of each work assignment in order to produce “completed staff work” and/or avoid any negative outcomes.

7. SELF MANAGEMENT – Organizes and plans for task accomplishment; manages time and works diligently to complete assigned work/fulfill responsibilities.

8. SAFETY FOCUS – Performs work in a way that minimizes risk of injury to self or others.

9. SENSORY PERCEPTION – Performs work activities requiring sight, hearing, taste, touch, and/or smell.

10. PHYSICAL CAPABILITY – Strength, endurance, flexibility, and/or coordination.

11. INITIATIVE – Generates activity that facilitates accomplishment of work.

12. CONSCIENTIOUSNESS – Dependable, reliable, diligent, and attends to all aspects of assignments (the “details”).

13. STRESS TOLERANCE – Maintains effective performance when under pressure, confronted with opposition or criticism, and/or when the situation is dangerous.

14. COMPOSURE – Maintains composure in difficult circumstances.

15. TENACITY – Persists in attempts to attain a goal; works through adversity.

16. OBJECTIVITY – Demonstrates fairness and equity toward others; understands different perspectives; states sides of a conflict non-evaluatively; uses facts and logic.

17. INNOVATION – Seeks out and/or develops drastically different work products or ways of doing work in order to improve services and/or increase productivity.

18. DEVELOPMENTAL ORIENTATION – Seeks out education, training and/or experience to enhance current job performance and/or promotion potential.
19. JOB INTEREST – Seeks out and participates in training and other experiences relevant to performance of a specific type of work to obtain employment in that field.

20. JOB KNOWLEDGE – Knows information required to perform a specific job. Includes both widely available courses of study (for example, chemistry, human resources management, graphic arts) and City-specific information (parking regulation and ticketing practices; purchasing procedures; provisions of the City Charter).

21. TECHNOLOGY APPLICATION – Correctly applies technology as required on the job; conceptualizes improvements in work through introducing and/or enhancing use of technology.

22. CLERICAL SPEED AND ACCURACY – Correctly and quickly notes accuracy versus inaccuracy in printed material and numerical data.

23. EQUIPMENT OPERATION – Operates specialized equipment in performance of job duties.

24. MECHANICAL APTITUDE – Accurately predicts the impact of forces on objects and assesses the behavior of other physical phenomena (e.g., volume, weight, velocity). Readily learns work involving the application of mechanical principles.

25. SPACE VISUALIZATION – Pictures and manipulates objects “in the mind’s eye;” accurately perceives the location longer in sight.

26. ELECTRICAL UNDERSTANDING – Comprehends the concept and the operation of flow of electrical current.

27. PERSONAL RISK – Continues to perform job activities despite possibility of harm to self.

28. SUPERVISORY KNOWLEDGE – Knows how to assume direct responsibility for all aspects of the performance of a work group.

29. FACT FINDING – Obtains required information through questioning, review of existing materials, or securing new materials to answer a question or address a problem.

30. FISCAL MANAGEMENT – Develops and justifies budget proposals in a way that garners support; monitors expenditures for compliance; systematically adjusts expenditures when warranted.

31. RESULTS ORIENTATION – Maintains a focus on objectives to be achieved and acts accordingly to ensure their accomplishment.

32. RESPONSIVENESS AND FOLLOW-UP – Executes actions as requested or to which a commitment has been made; continues involvement as needed.
C. **INTERPERSONAL: CAPABILITY TO INTERACT EFFECTIVELY WITH OTHERS**

33. INTERPERSONAL SKILLS – Interacts effectively and courteously with others.

34. CUSTOMER SERVICE – Interacts with recipients of services (internal or external customers) in a way that provides accurate, timely, and effective information and service.

35. TEAMWORK – Interacts effectively with others to achieve mutual objectives; readily offers assistance to others to facilitate their goal accomplishment.

36. EMOTIONAL MATURITY – Maintains a calm and task-oriented approach to work even under circumstances of conflict or hostility.

37. FLEXIBILITY – Changes behavior to more effectively respond to differences or changes in situations, circumstances, objectives or people.

38. TOLERANCE – Accepts all forms of diversity, including different, even contrary, points of view.

39. TACT – Considerate and pleasant in interactions with others, even in situations that involve controversy, disagreement, or represent other emotional strain.

40. CREDIBILITY – Is truthful and sincere; objectively and clearly provides all pertinent information rather than being vague, omitting negative information or only stating what listeners “want to hear.”

41. IMPACT – Commands attention through actions, speech, and demeanor.

42. RESOLVES CONFLICT – Acknowledges and takes action to eliminate ineffective/disruptive interpersonal relationships.
D. COMMUNICATION: CAPABILITY TO EXCHANGE INFORMATION EFFECTIVELY

43. FOLLOW ORAL DIRECTIONS – Performs work accurately as directed orally.

44. FOLLOW WRITTEN DIRECTIONS – Performs work accurately as directed in writing.

45. ORAL COMMUNICATION – Communicates orally in a clear, concise, and effective manner.

46. LISTENING – Hears and acknowledges what others say.

47. WRITTEN COMMUNICATION – Communicates effectively in writing.

48. SHARES KNOWLEDGE AND INFORMATION – Conveys all information relevant to each involved party in a thorough and timely manner.
49. PROJECT MANAGEMENT – Anticipates and plans for all aspects of a multi-faceted, discrete endeavor to ensure resources are available and actions are taken at proper times for successful completion.

50. PROCESS IMPROVEMENT – Initiates changes to improve the manner in which work is done, workflow, or the work product.

51. PROGRAM RESPONSIBILITY – Directs all aspects of an ongoing multi-faceted program/function to ensure resources are continually available and actions are continually taken at proper times to accomplish its objectives.

52. WORKFORCE MANAGEMENT – Structures workgroups and their interrelationships in a way that facilitates accomplishment of organizational goals; attracts talent and places individuals in positions to maximize productivity and staff development. Ensures proper training is provided.

53. LEADERSHIP – Influences others toward goal accomplishment.

54. CHAMPIONS CHANGE – Encourages others to identify means of improving existing processes and provides support for required changes.
55. COMMUNITY RELATIONS – Communicates/Interacts with members of the public in a way that elicits positive response and participation.

56. AWARENESS OF THE CITY ENVIRONMENT – Identifies and keeps current on local economic, political, and social trends that affect the work of the City.

57. MEDIA RELATIONS – Communicates/Interacts with representatives of the media in a way that stimulates positive relations.

58. INDUSTRY KNOWLEDGE – Knows sources of information (publications, websites, professional associations), college programs, consultants, vendors, and peers within field of endeavor; accesses them when needed.
59. STRATEGIC PLANNING – Establishes plans in a way that will achieve vision for the future.

60. VISION – Conceptualizes and conveys an ideal future in a way that creates employee acceptance and motivates employees to achieve it.