Customer Service and Satisfaction
• Listens and responds effectively to customer questions.
• Resolves customer problems to the customer's satisfaction; follows up to evaluate customer satisfaction.
• Treats all internal and external customers with respect.
• Resolves customer problems promptly; anticipates customer needs and responds proactively; makes plans to improve future responses.
• Supports initiatives which improve on or expand existing customer service offerings.

Job Knowledge and Skills
• Demonstrates a thorough knowledge of key job responsibilities.
• Understands and applies the concepts, operating procedures, and skills necessary to accomplish the job.
• Is adept at handling duties of the role.
• Shares knowledge with team members; maintains awareness of trends and changes in the field, works to develop additional knowledge and skills.
• Shows an understanding of job expectations on how the role supports the mission of the unit/University.

Problem Solving and Decision Making
• Shows initiative; anticipates problems and challenges; makes good use of resources in analyzing causes/solutions; takes or recommends appropriate action; follows up to ensure a successful resolution.
• Remains open to new approaches; uses creativity and innovation to get job done.
• Handles multiple tasks and adjusts priorities.
• Demonstrates maturity and critical thinking to help improve processes and quality.
• Uses situational decision-making and problem-solving methods appropriately.
• Demonstrates critical thinking and asks appropriate questions.

Respect and Inclusion
• Demonstrates respect for the opinions of others, as well as the differences in their backgrounds, lifestyles, and individual needs.
• Takes part in programs/processes that support a diverse, inclusive environment.
• Helps to develop a shared understanding of diversity in the workplace.
• Builds consensus; makes others feel comfortable and encourages them to participate and share their opinions in discussions.
• Welcomes constructive feedback from peers and managers.
• Contributes to a welcoming climate that encourages others to share ideas be part of the team and feel valued.
IT Services Performance Management:
Core Competencies Weighting

Performance Review Weighting

Performance Goals: 80%
Competencies: 20%
  Job Knowledge & Skills: 5%
  Customer Service & Satisfaction: 5%
  Problem Solving & Decision Making: 5%
  Respect & Inclusion: 5%

Total: 100%