Competency	Definition
Accountability	Takes responsibility for actions, maintains ethical standards and upholds organization's vision, supports organizational decisions, meets commitments and effectively utilizes resources.
Budgets	Establishes a balanced and accurate budget, stays within budget, and adjusts costs quickly when needed.
Communication	Communicates well both verbally and in writing, creates accurate and punctual reports, delivers presentations, shares information and ideas with others, has good listening skills.
Customer Focus	Treats other employees and customers in a courteous manner, projects a professional image and a willingness to help, responds in a timely manner and adjusts communication style based on audience.
Dependability	Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, meets attendance and/or punctuality requirements.
Initiative	Tackles problems and takes independent action, seeks out new responsibilities, acts on opportunities, generates new ideas, practices self-development.
Interpersonal Skills	Has good listening skills, builds strong relationships, is flexible/open minded, negotiates effectively, solicits performance feedback and handles constructive criticism well.

Competency	Definition
Job Knowledge	Understands duties and role within organization, knows the City and is a resource to others, has good understanding of technical responsibilities and shares subject matter expertise with others
Leadership	Strategizes and considers possible outcomes, provides constructive feedback, encourages employee development, manages changes and creates an inclusive work environment
Planning	Develops realistic plans, sets goals, aligns plans with City goals, plans for and manages resources, creates contingency plans, coordinates, cooperates with others.
Productivity	Manages a fair workload, volunteers for additional work, prioritizes tasks, develops good work procedures, manages time well, handles information flow.
Quality of Work	Ensures high quality output in all areas of work product, accurately follows established procedures, and expresses ideas clearly and concisely, both written and oral
Safety	Evaluates the safety of work environments, considers ways that safety conditions may change over time, generates plans for maintaining a safe environment, and follows safety policies and procedures
Teamwork	Cooperates with others to accomplish common goals, providing assistance when needed, is willing to take on extra projects when needed, supports and encourages team members and values the contributions of others.