



## **Supervisor Assessment Competencies**

### **Leadership**

Works towards building commitment and loyalty to the University among employees. Sets an example by demonstrating a high level of concern for students, employees, and the organization as a whole. Fosters an environment where customer service and excellence are priorities and employees are encouraged to challenge themselves to meet attainable goals. Assesses situations and identifies factors that may support or hinder progress towards departmental, divisional, and University goals.

### **Management**

Demonstrates the ability to plan, organize, direct, and control staff efficiently and effectively. Delegates tasks as needed. Defines roles and responsibilities and provides regular feedback. Performs a good role model, coach, and mentor. Handles multiple assignments and priorities while fulfilling all projects, initiatives, and commitments. Looks for ways to improve effectiveness by implementing new ideas and more efficient approaches. Provides positive reinforcement and encouragement to foster good performance. Takes timely and appropriate corrective disciplinary actions with employees, as needed.

### **Personal Characteristics**

Shows willingness to assume responsibility for decisions and actions and is flexible and cooperative in working with top-level administrators and colleagues. Adjusts to changes and manages stress. Shows good judgment and encourages and supports others. Demonstrates a positive and effective approach. Manages time effectively by meeting deadlines and completing assignments in a timely manner. Stays on task while producing high-quality output. Consistently exhibits a high level of professionalism in personal demeanor and appearance.

### **Job Knowledge**

Technically and professionally skilled in all position responsibilities and duties.

### **Communication**

Communicates well both orally and in writing. Typically resolves problems, controversial issues, or complaints without referral to higher sources. Listens and responds to colleagues' ideas, needs and suggestions. Effectively conducts and participates in meetings and conveys information for the good of the University without attributing blame or responsibility.

**Human Relations**

Secures cooperation and obtains good results. Develops and educates others. Treats subordinates fairly and demonstrates sensitivity and awareness in relating to people. Secures trust and respect and develops teamwork. Effectively recruits and selects subordinates. Secures input from those who work for them.

**Professional Development**

Promotes professional development activities and provides staff time off to attend on- and off-campus learning activities. Ensures staff receive training and developmental opportunities to enhance job knowledge and skills required for position. Views training and development as an investment and uses other methods to enhance skills and experience. Encourages personal development activities.

**Institutional Compliance**

Protects University assets (e.g. property/equipment, materials/supplies, financial resources, etc.) and sensitive information to reduce institutional liability. Demonstrates and promotes compliance with UHS and internal policies and procedures to reduce risk.