

Success Factor Definitions: Support Task Expert

ACCOUNTABILITY: *Owns decisions, outcomes, work products, etc. that are within the scope of one's role.*

- Is attentive and takes responsibility and ownership for tasks, decisions, and related outcomes
- Delivers consistent, accurate results, meeting deadlines and expectations and ensuring team and/or supervisor is aware of completion and/or roadblocks
- Owns individual decisions, outcomes, and work products, monitoring them according to predetermined measures

COLLABORATION: *Works inclusively to build trust and accomplish tasks, goals, and initiatives.*

- Willingly shares relevant information with others in a timely manner and offers support whenever possible
- Recognizes own role on the team and how it contributes to the overall outcomes of the team; ensures own interactions with team are collaborative and respectful
- Builds relationships with colleagues through working cooperatively towards accomplishing objectives, being reliable, and demonstrating trust

COMMUNICATION: *Provides information clearly and accurately in various settings, ensuring understanding and participation.*

- Delivers clear and concise messages via the appropriate method to the situation
- Considers the tone of messages when preparing and delivering information; modifies messages as appropriate
- Demonstrates attention during discussions by taking notes, asking questions, and restating information to ensure understanding

CUSTOMER FOCUS: *Understands, anticipates, and appropriately responds to internal and/or external customers' needs.*

- Asks the right questions and actively listens to understand needs and requests; responds and takes action appropriately
- Responds to standard, routine requests in a consistent and reliable manner; follows quality standards and uses appropriate service and quality techniques
- Works with supervisor, customer, and/or team to meet both customer and university expectations

DIVERSITY & INCLUSION: *Values differences by ensuring that all people are included, respected and can engage in their work to the best of their abilities.*

- Engages in ongoing professional development in diversity and inclusion initiatives and applies this knowledge and awareness to one's work and interactions
- Uses inclusive language when referring to and interacting with individuals from different identity groups (i.e. disability, race, gender, etc.); speaks up and notifies supervisor/manager when actions or environment hinder diversity and inclusion efforts
- Provides support that meets the needs of people from different backgrounds, thoughts, etc.; appropriately demonstrates equality and inclusion when providing support

JUDGMENT: *Makes appropriate decisions and evaluates risk and uncertainty to create optimal outcomes.*

- Collects and organizes available information and uses routine procedures to make decisions
- Demonstrates knowledge of and compliance with standards, protocols, and procedures; escalates complex decisions to appropriate team members
- Balances making decisions independently versus seeking input; considers the short- and long-term effects of own decisions

TIME MANAGEMENT: *Actively manages time to most effectively accomplish work, projects, objectives, and goals.*

- Works with supervisor to set goals and priorities for own work; evaluates urgency and importance to prioritize tasks appropriately
- Demonstrates reliability in meeting deadlines and accomplishing tasks; persists until a problem is solved or goal is achieved
- Adapts to shifting priorities as a result of new ideas, processes, and/or working styles