

CCHS ORGANIZATION-WIDE COMPETENCY ASSESSMENT REQUIREMENTS:

All employees are expected to meet the standards of performance outlined in the Organization-Wide Competencies listed below as applied to the position.

Customer Service Orientation includes attitude, behaviour, interpersonal skill, and problem-solving that enable an employee to respond to internal and external customer needs and expectations in a positive manner.

Adaptability includes teamwork, flexibility needed to fulfill job responsibilities, adapting to changes in work environment and accepting supervisory feedback.

Efficiency and Effectiveness includes quantity and quality of desired work, as well as organization skills necessary to perform successfully.

Essential Job Requirements includes adherence to all relevant policies, procedures, and guidelines affecting the work environment, as well as maintenance of required competencies and communication skills.

Managerial Responsibilities (if applicable) includes overall accountability for assigned work group relative to operational goals, personnel requirements, and budgetary constraints.

NOTE: The above-stated duties are intended to outline those functions typically performed by individuals assigned to this classification. This description of duties is not intended to be all inclusive nor to limit the discretionary authority of supervisors to assign other tasks of similar nature or level of responsibility.