**Understands the Organization**

* Demonstrates understanding of other department’s functions & responsibilities.
* Consistently provides exceptional, accurate, professional work on projects, tasks and assignments.
* Willingness to learn new approaches to delivering efficient/effective services
* Leads an effort to find innovative solutions that improve and streamline processes, services, and/or procedures.
* Makes contributions in their field of expertise

**Demonstrates Personal Motivation**

* Demonstrates caring, optimism, and helpfulness.
* Shows interest in continuing self-development.
* Portrays a positive and professional manner at all times.
* Demonstrates significant organizational commitment.

**Customer Service and Communication**

* Provides outstanding service at a consistently high level in working with and communicating with customers.
* Demonstrates a high level of courtesy, sensitivity, and politeness when dealing with customers, even in the most difficult of times.
* Makes use of specialized knowledge to assist customers in resolving problems.
* Takes a proactive approach to meeting the needs of the section/department.
* Performs a service(s) that enhances the reputation of the section with the customer.

**University Citizen/Leadership**

* Creates a work culture and environment in which people want to perform at their best.
* Displays exceptional dependability.
* Regularly displays good judgement, independent thinking and initiative.
* Serves as a role model and inspiration to members of the department, students, faculty, staff and visitors.
* Demonstrates professionalism and ethical behaviors.

**Teamwork**

* Creates a team environment that promotes communication, trust, cooperation and respect for differences
* Maintains positive and productive relationships with all sections within the organization.
* Willingly volunteers their time and skills to achieve team success.