

PACE UNIVERSITY

Human Resources

Performance Management and Development Process Competency Directory – FY25

CORE COMPETENCIES

(For all non-supervisory staff)

Accountability

- Takes initiative to perform job duties, fulfill responsibilities and meet performance goals.
- Accepts responsibility for consequences of own actions.
- Results driven; persists despite obstacles and setbacks
- Follows through on tasks and assignments.
- Acknowledges and learns from mistakes.
- Recognizes impact of behavior on others.

Service Focus

- Follows Pace's service values, as outlined in YES I Make It Happen, and meets the service standards of the department.
- Identifies and meets the expectations of students, students' families, guests and visitors, and University faculty and staff, as appropriate.
- Responds to requests for assistance or information in a timely manner.
- Acts courteously and professionally in all interactions.
- Adapts service delivery to meet the needs of diverse audience.

Communication

- Expresses oneself clearly and effectively when speaking and/or writing to others.
- Uses technology (such as voice mail, email, instant messaging and virtual meeting platforms) appropriately in communications.
- Actively listens and checks for understanding.
- Adjusts communication to fit the audience and message.

Innovation

- Explores and initiates new ideas, methods, and solutions to reach outcomes.
- Identifies opportunities for innovation.
- Moves beyond traditional ways of doing things and thinks expansively when solving problems.
- Adopts ideas, technology, and practices that increase efficiency, eliminate waste, and improve performance.

Commitment to Inclusive Excellence

- Demonstrates sensitivity and receptiveness to, and actively seeks out, the diverse views and perspectives of others, regardless of their identity.
- Treats all people with dignity and respect.
- Demonstrates cooperation with supervisors and co-workers to leverage the value of diverse views and perspectives to improve work product and results.
- Contributes to a work climate where differences are valued and supported.
- Engages others in a way that makes them feel valued and accepted.

Continuous Learning and Self Development

- Deals constructively with and reflects on own mistakes.
- Adapts appropriately to new situations.
- Solicits performance feedback and pursues self-development
- Views mistakes as opportunities to learn.
- Considers new and different perspectives and remain open to change.

Collaboration

- Build partnerships with others across the University to achieve shared objectives.
- Credits others for their contribution and accomplishments.
- Gains trust and support of others.
- Draws upon multiple relationships to exchange ideas, resources and know-how.
- Develops productive working relationships with co-workers, faculty, staff, administrators, and other internal community members.

Job Specific Competencies

- Knowledge: The staff member possesses and exhibits the functional knowledge needed to perform the duties and satisfy the responsibilities of their position.
- Skill: The staff member possesses and exhibits the skills required to perform the duties and satisfy the responsibilities of their position.
- Behavior: The staff member exhibits the behaviors necessary to successfully perform the duties and satisfy the responsibilities of their position in line with Pace's core values.