**Core Competencies/Performance Criteria**

**COMMITMENT TO STUDENTS**

• Understands how the job contributes to Success for Every Student

• Cares genuinely about the overall learning environment to ensure student success

• Acts with the student in mind

• Is dedicated to meeting expectations of principals, supervisors, staff, parents, and students

• Is dedicated to supporting quality education for students

**Examples/Evidence**

**KNOWLEDGE OF JOB**

• General Competencies

- Understands assigned job duties

- Is knowledgeable about current and new practices and methods

- Uses appropriate materials, equipment, and resources

- Implements and completes work assignments

- Learns new skills and procedures

- Knows appropriate policies, procedures, and regulations

• Technical Competencies

- Applies the knowledge and skills needed to do the job, including technical competencies required by employee’s specific position classification (See job description and Reference Checklist.)

**Examples/Evidence**

**PROFESSIONALISM**

• Patient to hear the entire story

• Calm under pressure

• Timely with information

• Positive, dependable, reliable, and trustworthy

• Responds to all people equitably

• Proactive when handling all situations

• Possesses the ability to handle all matters in a professional and confidential manner

**Examples/Evidence**

**INTERPERSONAL**

• Polite and approachable

• Able to be a team member/team player

• Cares about people

• Available and ready to help

• Treats people with respect

• Acts as a mentor and a student advocate

• Attempts to understand other perspectives

• Relates well to others

**Examples/Evidence**

**COMMUNICATION**

• Understands how to be an active listener

• Effective in oral and written skills

• Able to communicate well to manage conflict and deal effectively with problem situations

• Tactful when handling situations and difficulties with the least possible disruption

**Examples/Evidence**

**ORGANIZATION**

• Knows how to get things done in the classroom, school, office, or other work locations

• Assists as needed to organize meetings and tasks

• Anticipates needs of principals, supervisors, staff, parents, and students

• Gets things done in a timely manner

• Manages a broad range of activities

**Examples/Evidence**

**PROBLEM SOLVING**

• Changes routines to fit the needs of the situation

• Accesses and uses resources effectively and efficiently

• Identifies process improvements

• Explores beyond the obvious when solving problems

• Asks appropriate questions to clarify a situation

• Logical when discussing the pros and cons of situations

• Quickly recognizes issues and their implications

**Examples/Evidence**

**Part II—Additional Comments**

**Part III—Suggestions for Development**