

Competency Assessment for *Providing Service*

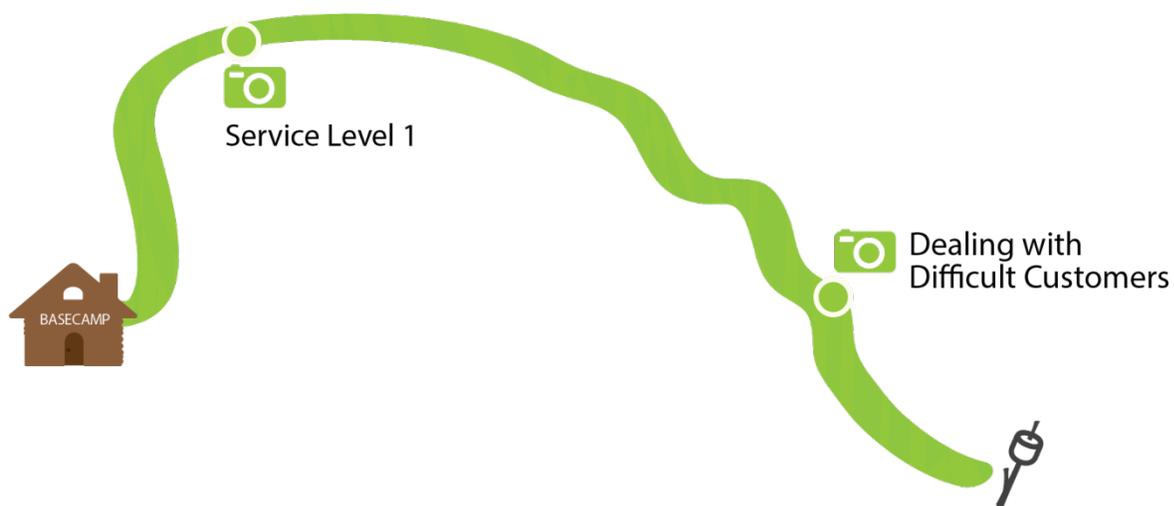
*The **Providing Service Pathway** focuses on helping learners expand their understanding of how to provide exceptional service. Learners on this path will develop skills and knowledge that enhance their ability to meet and exceed customer expectations.*

In order for Support Staff to be recognized as competent in this pathway, their supervisor must sign off on their ability to demonstrate the skills associated with this competency. Our hope is that this will also include some conversation and feedback between staff members and their supervisor.

Supervisors can use this assessment of competency regardless of any training that has been undertaken. Staff members do not need to attend face-to-face sessions on the competencies unless they would like to enhance their learning in these areas and improve their skill. Submission of the assessment is voluntary.

Performance Standards Options:

6. The individual can perform this skill satisfactorily and can lead others in performing it
5. The individual can perform this skill satisfactorily with initiative and adaptability to special problem situations
4. The individual can perform this skill satisfactorily with more than acceptable speed and quality
3. The individual can perform this skill satisfactorily without assistance and/or supervision
2. The individual can perform this skill satisfactorily but requires periodic assistance and/or supervision
1. The individual can perform some parts of this skill satisfactorily but requires assistance and/or supervision to perform the entire skill



Providing Service Competency Assessment for: _____
 (Staff Member's Name)

Supervisors: please assess your employee's demonstration of the following skills according to the standard provided (page 1):

Competency Element: Balance client needs with organizational capacity

Skills required	Looks like:	Minimum Standard:	Does the staff member meet the standard?
Identify client values and needs	Using an open and genuine approach when asking questions to inquire about the individuals' needs	Level 5	Yes No
Manage expectations	Using an open, honest and diplomatic tone when explaining what services you are able to provide, as well as giving options the customer can explore to access services you are not able to provide	Level 5	Yes No
Build trust, respect and confidence with receiver of services	Entering into conversations on a person to person level, building positive dialogues based on your confidence in getting the job done right, the integrity of your work, and your empathy for the individual's needs	Level 5	Yes No
Demonstrate accountability	Owning up to the aspects of service provided and take responsibility for things that may have gone wrong – even if they were not your own doing	Level 5	Yes No
Demonstrate dependability	Following through on the agreements made (Do what you say you will do)	Level 5	Yes No
Exercise judgment	Making wise decisions that maintain relationships and honour service agreements	Level 5	Yes No
Identify and solve problems	Using an inquiry approach with customers to explore their needs in order to promptly identify barriers, challenges or problems then working together creatively exploring options for resolution.	Level 3	Yes No
Demonstrate a sensitivity to diversity	Acknowledging others perspectives as valuable and contributing to the conversation	Level 5	Yes No

Providing Service Competency Assessment for: _____

(Staff Member's Name)

Supervisors: please assess your employee's demonstration of the following skills according to the standard provided (page 1):

Competency Element: Identify and model service standards

Skills required	Looks like:	Minimum Standard:	Does the staff member meet the standard?
Meet or exceed service standards	Providing service that customers can identify as going above and beyond their expectations.	Level 3	Yes No
Monitor service effectiveness	Taking time to inquire with customers about their experience to ensure they are receiving the service that accomplishes their goals.	Level 3	Yes No
Identify opportunities for process improvements	Demonstrating awareness of typical service processes and taking steps to improve them	Level 3	Yes No
Demonstrate accountability	Demonstrating the service standards in all aspects of customer interaction	Level 3	Yes No
Demonstrate dependability	Being reliable in your approach with people during all stages of customer interaction	Level 3	Yes No
Exercise judgment	Making appropriate choices about services that can be provided and when others need to be included	Level 3	Yes No
Use diplomacy and tact when interacting with others	Using inclusive communication skills to engage customers in friendly comfortable dialogues	Level 3	Yes No

I attest that I have met with the employee and that this assessment is accurate.

(Supervisor's Signature)

(Date)

(Supervisor's Name)

Recommendation:

In order to further enhance my competency in Providing Service, I plan to leverage the following education, exposure, or experience:

How would you like to be recognized by your supervisor for your competency?

- Work with OHE to host an event on campus
- Your name and photo displayed in your area as a "Service Star"
- Work with NASA on communications or committee work
- Participate in a recruitment process
- Other: something related to this competency that you would like to do to celebrate your learning?