

# Core Competency Development

**Purpose**

A core competency is a fundamental knowledge, ability, or expertise in a specific subject area or skill set. The District Government has identified five Core Competencies for all District employees and three for Supervisors and Managers (MSS). Use the table below to identify competencies and find courses that can be used to develop proficiency.

**Description of competencies**

CORE COMPETENCY	DESCRIPTION
<b>Communication</b>	Presents ideas and information verbally and in writing in a clear, concise manner. Shares information with and informs others on a timely basis using appropriate and easily understood language. Able to articulate agency mission and goals.
<b>Customer Service</b>	Partners with internal and external customers to provide quality service. Demonstrates consistent and continual adherence to all prescribed District customer service goals and standards. Treats all customers in a professional and courteous manner.
<b>Goal Attainment</b>	Leverages knowledge of agency and District government vision, mission, and values to consistently execute duties and responsibilities. Capable of seeing the impact that day to day work has on the work of the team, agency, and District government overall.
<b>Accountability</b>	Demonstrates personal responsibility for ensuring the completion of work assignments as prescribed. Uses District supplies, equipment, vehicles, uniforms, technology, etc. in an efficient manner, and appropriately reuses and discards these items.
<b>Job Knowledge</b>	Exhibits an understanding and knowledge of profession. Works to improve job knowledge by taking courses, becoming certified or licensed, maintaining certification or licensure, attending conferences, seminars, seeking out a mentor, etc.
<b>MSS Core Competency - Leadership</b>	Creates and nurtures a performance-based culture that supports efforts to realize the District government's mission and accomplish its goals. Inspires, motivates, and guides others, & partners with others to ensure goals are met.
<b>MSS Core Competency - Operational &amp; Strategic Planning</b>	Contributes to the development, execution, and evaluation of the agency's strategic plan. Displays a keen awareness of and attention to short and long term goals, stakeholder interests, and exploring opportunities for cross-agency collaboration.
<b>MSS Core Competency - Management of Others</b>	Identifies potential in others. Provides ongoing feedback to improve performance. Encourages meaningful career development opportunities for staff. Conducts full scope of performance management responsibilities to ensure a well-functioning staff.