

## Mission

Working together regionally to provide and sustain a safe, secure and healthy community.



HUMAN  
RESOURCES

## Values

- Integrity
- Effective Communication
- Quality Public Service

# WASHOE COUNTY CORE COMPETENCIES FOR ALL EMPLOYEES

## Functional / Technical Proficiency:

**Knowledge, Skills, and Abilities:** Demonstrates the required knowledge, skills and abilities to perform the essential functions of the job.

**Organizational/Departmental Knowledge:** Demonstrates a clear understanding of the work environment and follows the processes, procedures, standards, and regulations required to perform work duties and assignments.

## Interpersonal Effectiveness:

**Communication:** Expresses information correctly, clearly and effectively in writing and speaking. Actively listens; attends to non-verbal cues and uses clarifying questions to ensure understanding. Keeps management informed of decisions. Uses multiple channels to ensure effective communication (email, phone, meetings, memos).

**Customer Service:** Knows who the customer is. Assesses and understands the needs and expectations of internal and external customers. Handles all interactions promptly. Is responsive, pleasant, professional, courteous, approachable, friendly, and easy to do business with. Manages complaints with tact and respect. Takes ownership of problems to find solutions. Acts as an ambassador of the County in all interactions.

**Personal Relationships:** Shows respect for and supports equal and fair treatment for all races, nationalities, cultures, disabilities, ages, and sexes. Builds trust and rapport through direct, honest communication; does not gossip. Understands others' perspectives and resolves conflicts constructively, calmly and diplomatically.

**Teamwork:** Participates in groups willingly. Works with others to set and achieve group goals. Values and encourages others' input and expertise. Shares resources, information and knowledge. Helps to establish group cooperation, pride and identity. Encourages commitment to County mission and organizational goals. Recognizes others' achievements.

## Organizational Systems Awareness:

**Action and Results:** Pushes self to set and deliver on goals. Able to plan, prioritize and execute work. Gets things done efficiently and well. Stays focused and energized under distraction and high workload. Acts with minimal direction and supervision. Manages own and others' time and resources well.

**County Knowledge:** Understands the complexity of the County, its services and the roles and responsibilities of the whole. Knows the County mission, vision, values and priorities. Knowledgeable about how the organization works and how each job impacts the bottom line.

**Ethics and Integrity:** Maintains the highest standards of conduct. Can be counted on to do the right thing in line with County values. Is trusted and maintains confidentiality of sensitive information, records and materials. Expresses the truth courageously, appropriately, and in the spirit of helpfulness. Dedicated to acting in the interest of the public's trust. Understands the impact of public perception and acts accordingly.

**Quality Improvement:** Challenges the status quo and seeks to create and implement improvements leading to more efficient and effective work systems and processes. Identifies problems and uses sound judgment and logic to generate, analyze and evaluate effective and innovative solutions. Uses tools and techniques to execute solutions that meet the requirements of internal and external customers.

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### Personal Development:

**Accountability:** Has the motivation and mind-set to make a difference. Is able to recognize and acknowledge reality. Takes ownership of own actions and their impact on others. Believes in own capability to accomplish a task and ability to follow through. Can admit to making mistakes and learns from them.

**Adaptability:** Is open to and able to effectively cope with change. Handles multiple and changing priorities quickly and comfortably. Anticipates new and changing demands for programs and services. Has tolerance for risk and uncertainty. Is able to modify style to successfully meet organizational priorities.

**Continuous Learning:** Recognizes own strengths and weaknesses. Seeks feedback and accepts criticism non-defensively. Works to develop knowledge, skills and abilities needed for current job. Anticipates future needs of the organization and pursues learning to meet those needs. Is a quick learner when faced with new problems and information. Uses a variety of methods to learn and develop.

## WASHOE COUNTY ADDITIONAL CORE COMPETENCIES FOR SUPERVISORS, MANAGERS and ABOVE

### Managing Others:

**Decision Making:** Recognizes need for a decision. Able to make a timely decision with available data. Understands impact of decision making on others and can explain position when necessary. Able to alter decision if new information indicates. Exercises sound judgment and makes reasonable decisions that demonstrate critical and strategic thinking. Involves citizens and others in decision making as appropriate.

**Developing Organizational Talent:** Builds talented staff to address workforce capability and capacity needs. Establishes learning and training plans for staff that include professional and personal development to achieve desired outcomes for the department and organization. Hires talented and diverse people from inside and outside the department and organization and works toward a high level of staff retention.

**Financial and Resource Management:** Acts as a trustee of the County's resources. Knows the fundamentals of budgeting, cash flow and tracking of expenditures. Understands financial statements. Uses prudent judgment in the utilization and expenditure of available resources.

**Leading and Inspiring Others:** Articulates a vision for the organization and uses it to drive daily decisions. Converts strategies into effective actions. Inspires engagement and a commitment to excellence. Builds relationships and develops strategies to include divergent opinions and overcome adversity. Able to motivate diverse teams to achieve results.

**Performance Management:** Adheres to the organization's timelines and policy to provide probationary evaluations when an employee is in a probationary status and provides annual performance evaluations thereafter. Establishes clear, outcome oriented performance goals and metrics along with development goals and expectations. Engages in on-going and consistent feedback, coaching, and recognition to all staff. Utilizes established coaching and discipline methods to drive performance management.

**Planning and Organizing:** Understands scope and difficulty of tasks and projects. Able to set achievable yet challenging goals for self and others. Balances requirements with abilities. Can prioritize, plan and schedule assignments appropriately.

**Values and Leverages Diversity:** Practices equity and fairness in managing all classes and kinds of people. Makes high quality, diverse appointments and ensures that selection practices provide for inclusion of targeted groups. Supports job restructuring and workplace accommodations. Holds self and others accountable for promoting and achieving diversity in hiring, utilizing and developing staff. Promotes a work environment that is cooperative, family friendly, and accepting of diversity. Obtains input from diverse employee groups to identify broad perspectives on program development and implementation.