

## Success Factor Definitions: Union-Eligible

**ACCOUNTABILITY:** *Owens decisions, outcomes, work products, etc. that are within the scope of one's role.*

- Completes job-related tasks in a timely fashion; maintains an acceptable attendance record and is punctual
- Delivers expected results following specified timelines and/or procedures
- Works closely with supervisor to understand expectations for assignments; executes accordingly

**COLLABORATION:** *Works inclusively to build trust and accomplish tasks, goals, and initiatives.*

- Provides information and assistance to others as requested
- Works closely with supervisor and/or team lead to understand own role and how it contributes to the overall outcomes of the team
- Builds relationships and works collectively with immediate team to accomplish own work responsibilities

**COMMUNICATION:** *Provides information clearly and accurately in various settings, ensuring understanding and participation.*

- Documents work clearly, correctly, and completely using the appropriate method
- Exchanges information in a straightforward, clear manner; changes tone and message as necessary
- Demonstrates thoughtfulness and attention when listening to others, responding appropriately to questions

**CUSTOMER FOCUS:** *Understands, anticipates, and appropriately responds to internal and/or external customers' needs.*

- Actively listens to accurately identify and understand needs and requests; takes appropriate action following departmental protocol
- Consistently and reliably performs assigned tasks to meet needs; reviews own work for completeness, thoroughness, and accuracy before submitting

- Follows instructions from manuals, lead(s), and/or supervisor(s) when responding to needs/inquiries

**DIVERSITY & INCLUSION:** *Values differences by ensuring that all people are included, respected and can engage in their work to the best of their abilities.*

- Builds awareness of diversity and inclusion through participation in diversity and inclusion initiatives
- Demonstrates a positive, respectful attitude towards others of different identity groups; notifies supervisor/manager if other's behavior or environment is hurtful or harmful to inclusion
- Provides service and learns how to make accommodations that meet the needs of people from different backgrounds, thoughts, etc.

**JUDGMENT:** *Makes appropriate decisions and evaluates risk and uncertainty to create optimal outcomes.*

- Collects and organizes necessary information for decision making
- Follows existing standards, protocols and procedures for monitoring own work; works efficiently; informs supervisor(s) and/or other appropriate parties when necessary
- Identifies short-term effects of decisions on own work products

**TIME MANAGEMENT:** *Actively manages time to most effectively accomplish work, projects, objectives, and goals.*

- Manages own time with a focus on assignments; prioritizes tasks appropriately
- Completes tasks in a timely manner; meets deadlines
- Adopts new methods or ways of working based on guidance from supervisor