



### Manager/Leader (SMS): Employer Feedback

Please check  the 17 to 20 most important skills for this job. Although all of the following skills are important, **the checked competencies are required to qualify as an applicant.**

Check if required	Manager/Supervisor Skills	Skill
	1 Develops and implements work processes to improve performance of the work unit.	Team Building
	2 Communicates general information to team members' regarding the organization at large and/or events impacting the work unit.	Team Building
	3 Assists team members in resolving problems that impact team members' assignments.	Team Building
	4 Ensures that team members use organizational assets appropriately.	Team Building
	5 Assists team members in planning and prioritizing their work efforts.	Team Building
	6 Explains and interprets organizational policy/procedures for team members.	Team Building
	7 Reviews and responds to team members' administrative requests.	Team Building
	8 Reviews and responds to team members' expenditure requests.	Team Building
	9 Works with peers in own department to discuss and resolve problems of mutual concern.	Influence
	10 Determines and implements appropriate personnel actions regarding team members.	Influence
	11 Monitors the general work habits and time application of team members and acts on problem situations.	Influence
	12 Intervenes and mediates conflicts/disputes between team members.	Influence
	13 <i>Talks with team members about personal problems/issues that impact performance.</i>	Influence

	14 <i>Provides manager (boss) with status updates/reports.</i>	Initiative
	15 Provides guidance and direction to superior.	Initiative
	16 Actively acknowledges and recognizes the positive work efforts and accomplishments of team members.	Initiative
	17 Recognizes and responds appropriately to political implications of situations	Anal/Prob. Solving
	18 Works with peers from other areas to discuss and resolve problems of mutual concern.	Initiative
	19 Prioritizes and schedules work activities.	Anal/Prob. Solving
	20 Adjusts work activities of self and/or team members in order to handle unexpected work demands.	Anal/Prob. Solving
	21 Makes work assignments to team members.	Anal/Prob. Solving
	22 Provides performance feedback to team members aimed at improving their job performance/satisfaction.	Team Building
	23 Provides team members with guidance on most effective/efficient means of performing tasks.	Team Building
	24 Formulates realistic projections regarding the work unit's staffing needs, productivity limits, etc.	Team Building
	25 Assists team members in dealing with problem situations that involve parties beyond the immediate work unit.	Initiative
	26 Discusses personnel issues/problems and proposed resolutions with superior.	Anal/Prob. Solving
	27 Recognizes and responds to the training needs of individual team members.	Anal/Prob. Solving
	28 Writes, as well as, reviews written memos and reports.	Anal/Prob. Solving
	29 Reviews routine operating reports in order to assess work unit's effectiveness.	Anal/Prob. Solving

