



1.1 Significant Accomplishments The MLS Difference



Guiding Values

These principles represent who we are and what we do.

- We value our staff and members.
- We are member focused.
- We are responsible stewards of our resources.
- We are service driven.
- We effectively execute core services.
- We encourage open dialogue.
- We operate ethically.
- We seek and communicate external influences.
- We support the diversity of our membership and staff.

MLS Organizational Core Competencies

Core competencies are defined as those abilities, skills and behaviors which staff are expected to demonstrate in the performance of their responsibilities, regardless of their job description, title or years of service. This list includes core competencies that MLS recognizes as a requirement of all employees. Additional competencies may be developed that are service specific, department specific and job specific. Each employee's performance will be evaluated on a combination of these competencies.

Planning & Organizing:

1. Plans and organizes work for optimum efficiency.
2. Has a clear understanding of current tasks and deadlines, and is able to communicate that verbally.
3. Provides timely communication of deadline delays to all involved.

Effectiveness & Productivity

1. Has a concrete knowledge of all tasks and deadlines and strives to meet them.
2. Completes tasks accurately and on time, balancing daily work with member requests.
3. Understands that addressing member requests is a priority.

Fiscal Responsibility

1. Utilizes existing resources before requesting additional resources.
2. Takes personal responsibility to not misuse MLS resources.



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Knowledge of Work/Organizational Knowledge

1. Has a basic knowledge of MLS as an organization, of departmental roles and responsibilities, and knows to whom to direct questions.
2. Has a basic understanding of the MLS strategic plan.
3. Understands how his or her job fits into and supports the strategic plan.
4. Understands system policies and departmental procedures and applies them correctly to job tasks.
5. Understands that if a personal deficiency in knowledge or skill is identified, employees are expected to talk with their supervisor about knowledge/skill development.

Relationship with Others

1. Promotes a positive image of MLS and the department to members and other constituents.
2. Speaks professionally and respectfully to members and coworkers.
3. Honors commitments and keeps promises.
4. Practices engaged participation through listening, responding, making commitments, following through and communicating.
5. Communicates honestly with co-workers, and seeks to resolve difficulties through direct or mediated communication.
6. Speaks truthfully about issues, and is able to defer questions until information is acquired. Understands when responses on issues should be escalated to the appropriate MLS spokesperson.

Communication

1. Actively participates in meetings and respects the input of all participants.
2. Actively listens to staff and members.
 - a. Repeats concerns to ensure understanding between parties.
 - b. Seeks additional information through questioning before responding.
3. Has the ability to write and speak clearly, concisely, and tactfully, whether to one person or a group; uses appropriate style for the occasion.
4. Speaks honestly and tactfully.

Creativity and Innovation

1. Fosters an atmosphere of openness to new ideas.
2. Encourages new ideas, even if they cannot be immediately implemented.
3. Thinks creatively and provides ideas on how to better perform tasks and responsibilities.
4. Exhibits a positive attitude about change.



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Customer Service

1. Accepts requests from members and/or internal staff and acknowledges the request within 24 hours.
2. Demonstrates understanding and commitment to providing the best service to members, other staff, and other constituents.
3. Builds trust with members and other staff by acting with integrity and honoring commitments.
4. Willingly shares time and talent to achieve MLS goals.

Team Environment

1. Works cooperatively with department members and participates on cross-department teams where appropriate.
2. Encourages a team atmosphere through clear ground rules, open communication, listening to all ideas presented, and acknowledging the contribution of the team.
3. Offers help freely to all MLS staff.

Supervisor's Core Competencies

Leadership

1. Leads staff by setting a good example by modeling the MLS Guiding Values and Organizational Core Competencies.
2. Mentors and empowers staff to perform up to their fullest potential.
3. Establishes and maintains a culture of trust.
4. Listens and is open to staff concerns and actively attempts to solve problems.

Performance Management

1. Provides coaching and development to staff by effectively conducting performance conversations and is willing to initiate these conversations.
2. Regularly recognizes staff for their accomplishments and contributions to their team, department and MLS.
3. Establishes effective goals with staff to encourage both performance improvement and career development.
4. Effectively and legally documents performance.

Staff Management

1. Provides clear direction on staff roles and responsibilities that includes:
 - a. project goal setting
 - b. assisting with setting priorities



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- c. effectively delegating,
- d. clarifying decision making boundaries
- e. providing day-to-day support.
2. Effectively establishes, facilitates and manages teams.
3. Regularly communicates relevant information related to MLS's strategic direction.
4. Helps to interpret how each staff member's roles and responsibilities support the organizations goals and meet the member's needs.

HR Knowledge

1. Recruits and orients new staff to meet the needs of the team, department and organization, and our culture.
2. Fairly and effectively interprets and administers MLS policies.
3. Has a basic knowledge of applicable employment law and exercises sound judgment in escalating issues when appropriate.
4. Maintains appropriate confidentiality.