



Competency Profile: Administrator

Ontario Network of Employment Skills
Training Projects (ONESTEP)



Administrator

How to Use This Tool:

This tool is not intended to be used in its entirety. Rather, its purpose is to provide a framework for developing a competency model that is customized to the unique needs of your organization. As you review the tool, select only those functions / requirements / competencies / skills and abilities that are relevant to the particular position you are reviewing, keeping in mind the position as it actually exists in your organization.

This document outlines competencies and corresponding skills and abilities for the Administrator position. A competency model outlines the desired behaviours required to perform a job well and how these behaviours may be observable on the job.

Possible uses for this tool:

You may find this tool useful when:

- Creating a job description
- Recruiting, interviewing and hiring new candidates
- Appraising the performance of employees
- Identifying staff training and development needs

COMPETENCY MODEL: Administrator

A. ORGANIZED	Skills & Abilities	Demonstrated Behaviour
	A1. Ability to multi-task	Completing tasks through interruptions
	A2. Anticipates or recognizes the existence of a problem and provides possible solutions	Knowing where to find solutions and leading clients in the right direction
	A3. Workspace is organized in a logical manner	Supporting materials organized and accurate scheduling
	A4. Effectively changes plans, goals, actions or priorities to deal with changing situations	Recognizes importance and urgency of job functions
	A5. Plans and schedules tasks so that work is completed on time	Provides information in a timely manner, prioritizes tasks
	A6. Ability to work in a fast-paced environment	Maintains attention to detail while efficiently dealing with demands
	A7. Manages expectations	Appropriate client referrals, client satisfaction
	A8. Works independently	Proactive, self-directed, responsible and requires minimal supervision

B. CUSTOMER SERVICE FOCUS	Skills & Abilities	Demonstrated Behaviour
	B1. Maintains centre appearance	Centre is well organized, clean and resources accessible
	B2. Models professional behaviour	Wears appropriate clothing behaviour and language
	B3. Effectively implements customer service principles	Is aware of customer service policies and practices them appropriately
	B4. Communicates effectively to clients and other staff members	Is able to communicate clearly through written and verbal interaction
	B5. Demonstrates respect for clients	Approaches clients in centre appropriately
	B6. Sets realistic expectations	Communicates what will be done with appropriate timeframes
	B7. Refers clients to appropriate internal and external resources	Makes referrals internally and externally

C. TECHNICAL/OFFICE ACUITY	Skills & Abilities	Demonstrated Behaviour
	C1. Ability to function effectively with standard software packages	Accuracy and attention to detail. Is able to use standard computing software packages
	C2. Performs basic math computations accurately	Can tally a budget line
	C3. Knowledge of database creation	Knows how to work with a database
	C4. Critically evaluates and analyzes information in written materials	Can produce a report summarizing data
	C5. Knowledge of office equipment uses, repair and maintenance	Resolves client computer, printer and fax issues
	C6. Obtains the most recent cost estimates from vendors or catalogues	Stays within budget
	C7. Continually seeks to identify resources, both internal and external, that can be useful to the centre and assist in client satisfaction	Can arrange quotes in a timely and manageable way

D. OFFICE MANAGEMENT	Skills & Abilities	Demonstrated Behaviour
	D1. Acknowledges organizational policies and follows them accordingly	Follows instructions
	D2. Effectively manages environment in line with the objective of the agency	Organized office
	D3. Effectively multi-tasks	Does different duties with many interruptions
	D4. Stays current with sector, community and client/staff	Research is updated
	D5. Knowledge of other staff roles in agency and how they relate to the overall delivery of services	Can fill in for certain positions
	D6. Knowledge of programs and services	Is aware of what programs are being offered
	D7. Leads by example	Gets other staff to follow policies that are in place

E. INTERPERSONAL AWARENESS	Skills & Abilities	Demonstrated Behaviour
	E1. Shows sincere interest in others and their concerns, and demonstrates sensitivity to the needs and feelings of others	Has appropriate behavioural gestures, discussions
	E2. Maintains unbiased and non-judgmental interactions	Treats clients equally regardless of their situation
	E3. Actively seeks out and carefully considers the merits of new approaches to work	Applies different approaches in different situations
	E4. Deals calmly and effectively with stressful situations	Reacts appropriately during busy times
	E5. Ability to defuse difficult situations with clients	Is able to come to a resolution that is win-win for all involved
	E6. Recognizes limits and seeks appropriate support	Asks for help when appropriate
	E7. Demonstrates dependability	Arrives to work on time
	E8. Establishes a high degree of trust and credibility with others	Builds rapport, listens, is non-judgmental
	E9. Recognizes and accurately interprets the verbal and nonverbal behavior of others	Is positive and open, not quick to judge

F. PROFESSIONALISM	Skills & Abilities	Demonstrated Behaviour
	F1. Maintains a professional demeanour	Wears appropriate clothing, demonstrates appropriate behaviour and language
	F2. Deals calmly and effectively with stressful situations	Is aware of customer service policies and practises them appropriately
	F3. Demonstrates self-control by maintaining composure and keeping emotions in check even in very difficult situations	Empowers clients to take responsibility and assumes responsibility for self
	F4. Establishes boundaries where appropriate	Maintains professional distance and uses consistent behaviour
	F5. Maintains confidentiality	Demonstrates appropriate disclosure
	F6. Practises ethical behaviour	Demonstrates respect, unbiased advice and confidentiality