

University of Houston  
Competencies by Job Level for ePerformance

Job Level	Core Competency	Job Competencies											
Director	Customer Service	Business Savvy	Building Org Talent	Building Trust	Coach and Develop Others	Communication	Decision Making	Empowerment	Establish Strategic Direction	Leading Change	Influence	Selling the Vision	Passion for Results
Manager	Customer Service	Building Partnerships	Team Building	Building Trust	Coach and Develop Others	Communication	Decision Making	Delegating Responsibility	Information Monitoring	Facilitating Change	Gaining Commitment	Planning and Organizing	Driving for Results
Supervisor	Customer Service	Planning and Organizing	Selecting Talent	Building Trust	Coach and Develop Others	Communication	Decision Making	Delegating Responsibility	Information Monitoring	Facilitating Change	Inspiring Others	Managing Conflict	Continuous Learning
Lead	Customer Service	Building Work Relationships	Team Building	Gaining Commitment	Coaching	Communication	Decision Making	Planning and Organizing	Information Monitoring	Quality Orientation	Knowledge & Skills	Managing Conflict	Continuous Learning
Professional	Customer Service	Building Work Relationships	Managing Conflict	Work Standards	Initiating Action	Communication	Decision Making	Planning and Organizing	Adaptability	Quality Orientation	Knowledge & Skills	Innovation	Continuous Learning
Clerical	Customer Service	Managing Conflict	Collaboration	Tenacity	Initiating Action	Communication	Engagement Readiness	Managing Work	Adaptability	Quality Orientation	Knowledge & Skills	Innovation	Applied Learning

Specialty Levels	Core Competency	Job Competencies											
Public Safety	Customer Service	Risk Taking	Driving for Results	Work Standards	Initiating Action	Communication	Decision Making	Managing Work	Adaptability	Stress Tolerance	Tenacity	Safety Awareness	Continuous Learning
Research	Customer Service	Planning and Organizing	Contributing to Team Success	Work Standards	Initiating Action	Communication	Decision Making	Managing Work	Adaptability	Continuous Improvement	Knowledge & Skills	Innovation	Continuous Learning
Trades	Customer Service	Managing Conflict	Contributing to Team Success	Tenacity	Initiating Action	Communication	Engagement Readiness	Managing Work	Adaptability	Quality Orientation	Knowledge & Skills	Safety Awareness	Applied Learning
Athletics	Customer Service	Coaching	Aligning Performance for Success	Building Trust	Developing Others	Communication	Decision Making	Selecting Talent	Driving for Results	Gaining Commitment	Knowledge & Skills	Managing Conflict	Continuous Learning