



Competency Profile for Information Management – Clerk

ADAPTABILITY

Adapting in order to work effectively in ambiguous or changing situations, and with diverse individuals and groups

Level 1: Recognizes the need to adapt.

- Demonstrates willingness to do things differently.
- Acknowledges the value of other points of view and ways of doing things.
- Displays a positive attitude in the face of ambiguity and change.

CLIENT FOCUS

Providing service excellence to internal and/or external clients, addressing immediate and evolving client needs

Level 1: Responds to immediate client needs.

- Responds to client needs in a timely, professional, helpful and courteous manner.
- Shows clients that their perspectives are valued.
- Strives to meet service standards in all circumstances.

EXEMPLIFYING INTEGRITY

Treating others fairly, honestly and respectfully, furthering the integrity of the organization and its relationships of trust within the work environment and in the broader community

Level 1: Acts in fair and ethical manner toward others.

- Treats everyone equally with fairness, honesty and respect all the time.
- Refrains from behaviour or language that is exclusionary or offensive.
- Focuses on organizational success rather than personal gain.
- Follows through consistently on promises and commitments made to others.
- Presents facts and circumstances transparently, no matter how difficult the facts may be.
- Guards confidential and sensitive information, passing it on only to those that need to know.
- Maintains ethical principles even in the most challenging circumstances.

INFORMATION AND KNOWLEDGE RESOURCE MANAGEMENT

Understanding and applying procedures to select, acquire, organize, describe, retrieve, maintain and disseminate information and knowledge resources of all types, media and format

Level 1: Demonstrates introductory understanding and ability, and applies the competency, with guidance, in a few, simple situations. Directs people to the appropriate source for further information.

- Identifies key types and sources of information needed for own work.
- Identifies most accurate and reliable sources of information.
- Uses information and knowledge resource management systems to access and store fundamental data.
- Follows appropriate policies and procedures to secure and maintain data and information related to scope of own work.

QUALITY FOCUS

Implementing procedures and standards to ensure high-quality results, and taking action to identify or manage quality issues, as appropriate

Level 2: Consistently meets quality standards set by the organization.

- Answers basic questions related to policies and procedures for quality assurance set by the organization.
- Exemplifies quality standards set by the organization.
- Seeks opportunities to improve how work is done, raising the quality of the output.

ATTENTION TO DETAIL

Working in a conscientious, consistent and thorough manner to ensure accuracy and the quality of work products and services delivered

Level 1: Recognizes obvious information.

- Identifies main concepts and ideas when reading simple, straightforward documents.
- Reviews own work for accuracy and completeness, spotting inconsistencies or discrepancies that indicate problems with quality of work.
- Verifies the accuracy of details that are important to others.

INITIATIVE

Dealing with situations and issues proactively and persistently, seizing opportunities that arise

Level 2: Addresses current issues.

- Acts on issues in own area of responsibility instead of waiting or hoping the problem will solve itself.

- Tries various approaches and solutions to resolve a problem.
- Persists when significant difficulties arise.

TEAMWORK

Working collaboratively with others to achieve organizational goals

Level 1: Collaborates with others.

- Deals honestly and fairly with others, showing consideration and respect for individual differences.
- Does own fair share of the work.
- Seeks assistance from other team members, as needed.
- Assists other team members.
- Shares all relevant information with others.

PLANNING AND ORGANIZING

Making and following plans and allocating resources effectively to reach goals that are central to organizational success

Level 1: Plans and organizes own activities.

- Plans own activities according to predetermined standards or procedures.
- Monitors the quality and timeliness of own work.
- Seeks clarity on priorities as needed.
- Responsibly uses the resources at own immediate disposal.