



## Competency Profile for Retail Services – Coordinator

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### ADAPTABILITY

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

**Level 3: Adapts to widely varying needs.**

- Adapts to new ideas and initiatives across a wide variety of issues or situations.
- Supports major changes that challenge traditional ways of operating.
- Adapts interpersonal style to highly diverse individuals and groups in a range of situations.
- Adapts own plans and priorities in anticipation of change.

### CLIENT FOCUS

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

**Level 3: Provides added value.**

- Looks for ways to add value beyond clients' immediate requests.
- Addresses underlying and long-term client needs.
- Enhances client service delivery systems and processes.
- Anticipates clients' upcoming needs and concerns.

### 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.

## ATTENTION TO DETAIL

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

### **Level 3: Demonstrates concern for thoroughness and accuracy.**

- Identifies multiple sources of and approaches to information to ensure that details are addressed.
- Reviews the work of others for accuracy and thoroughness.
- Follows up to ensure tasks are completed and commitments are met by others.
- Verifies that work has been done according to procedures and standards.

## TEAMWORK

Working collaboratively with others to achieve organizational goals

### **Level 4: Coaches others and resolves conflicts.**

- Coaches others on teamwork skills to promote high team performance.
- Provides constructive feedback to fellow team members.
- Facilitates beneficial resolutions to conflict among team members.

## TECHNICAL AND FUNCTIONAL CAPABILITY

Understanding and applying technical and functional knowledge and skills to accomplish work objectives, while keeping up to date with new developments in the subject area and continuing to enhance skills

### **Level 3: Demonstrates intermediate knowledge and ability.**

- Follows standard procedures, where applicable, for common tasks.
- Applies technical and functional knowledge and skills in a range of typical situations, with minimal or no guidance.
- Seeks support and guidance from superiors when encountering novel or more complex situations.

## INITIATIVE

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

### **Level 3: Addresses imminent issues or opportunities (“imminent” does not necessarily mean that a crisis is involved).**

- Takes action to avoid an imminent problem.
- Capitalizes on an imminent opportunity.
- Suggests ways to achieve better results or add value beyond the current situation.
- Perseveres in seeking opportunities to advance organizational objectives in the near term.

## COMMUNICATION

Communicating clearly and respectfully with different audiences, both orally and in writing

### **Level 3: Adapts communication.**

- Tailors communication (e.g., content, style, tone and medium) to diverse audiences and readerships.
- Reads cues from diverse audiences to assess when and how to change planned communication approach to deliver message effectively.
- Communicates with varying organizational levels, sometimes on the spot.
- Recognizes others' complex or underlying needs, motivations or concerns, communicating effectively despite the sensitivity of the situation.
- Conveys important nuances and context to facilitate understanding of the message or material

## STORE OPERATIONS

Operating and overseeing store functions that support sales operations and service

### **Level 3: Demonstrates intermediate knowledge and ability, and applies the competency, with minimal or no guidance, in the full range of typical situations. Requires guidance to handle novel or more complex situations.**

- Directs and supervises employees engaged in sales, inventory taking and cash receipt reconciliation, or in performing services for customers.
- Monitors sales activities to ensure that customers receive satisfactory service and good-quality products.
- Examines merchandise to ensure that it is correctly priced and displayed, and that it functions as advertised.
- Plans and prepares work schedules and keep records of employees' work schedules and time cards.
- Reviews inventory and sales records to prepare reports for management and budget departments.
- Understands and executes merchandise receiving, staging and presentation processes according to standards.