



Competency Profile for Tenant and Security Services – Tenant Services Coordinator

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.

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.

ATTENTION TO DETAIL

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

Level 2: Recognizes less obvious information.

- Verifies assumptions and information before accepting them.
- Seeks out others to check or review own work.
- Reviews all relevant information or aspects of a situation before taking action or making a decision.

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.

NETWORKING

Establishing, sustaining and fostering professional contacts to build, enhance and connect networks for work purposes

Level 2: Nurtures contacts.

- Nurtures existing contacts by proactively sharing information, best practices, and respective interests and areas of expertise.
- Builds rapport with contacts by identifying and drawing inferences from shared interests.
- Suggests possible collaborative efforts with contacts.
- Seeks to identify shared interests with contacts.

DECISION MAKING

Applying critical thinking, good business sense and organizational values to make decisions involving varying levels of risk and ambiguity

Level 2: Makes decisions by interpreting guidelines and policies.

- Applies guidelines and procedures that require some interpretation in dealing with exceptions.
- Makes straightforward decisions based on information that is generally adequate.
- Compares the importance of various factors on specific aspects of an issue.
- Recognizes when analysis is sufficient to proceed with making a good decision.
- Identifies potential implications of own decisions.

TEAMWORK

Working collaboratively with others to achieve organizational goals

Level 2: Proactively assists and involves others.

- Initiates collaboration with others.
- Assumes additional responsibilities to facilitate the achievement of team goals.
- Seeks input from other team members on matters that affect them.
- Provides input to other team members as needed.