

Assessment tool for Core Competency: *Delivering Excellent Service*

COMPETENCY	DELIVERING EXCELLENT SERVICE			
DEFINITION	The ability to provide prompt and quality service in response to the needs of the organisation and co-workers.			
LEVEL	BASIC	INTERMEDIATE	ADVANCED	SUPERIOR
	<input type="checkbox"/> Understands role in the agency and recognise the importance and value of efficient work.	<input type="checkbox"/> Demonstrates responsibility and accountability even even for urgent work and delivers it promptly	<input type="checkbox"/> Establishes clear course of action for others and defines measures of excellence	<input type="checkbox"/> Observes and studies best practices from other functional areas as well as outsided agency and adopts these to improve team and/or agency performance
	<input type="checkbox"/> Relies on immediate superior when given challenging tasks and assignments	<input type="checkbox"/> Monitors own progress on innovations introduced against targets, identifies cause of own performance gaps and modifies actions accordingly and considers urgent task and delivers results without delays.	<input type="checkbox"/> Implements metrics even with soft deliverables to track results and measure performance	<input type="checkbox"/> Identifies opportunities for improving performance both for own area of responsibility and/or agency
	<input type="checkbox"/> Delivers work promptly that is consistent with office policies and procedures, and feels a sense of accomplishment	<input type="checkbox"/> Explores more effective work processes or methods in own work and adjusts accordingly in order to get the job done quickly and effectively	<input type="checkbox"/> Institutes a process/system for monitoring and tracking team progress against standards	<input type="checkbox"/> Responds to changes/developments within the agency and the external environment with recommendations for structural or operational improvements to adopt to these changes

	<input type="checkbox"/> Tries new approaches/methods to improve performance	<input type="checkbox"/> Adjust thinking and behaviours to be in line with new thrust or changing priorities of the agency.	<input type="checkbox"/> Takes action to redirect individual and team behaviour and actions to put them back on the performance track	<input type="checkbox"/> Promotes an agency-wide rewards and recognition system to acknowledge employees, teams and group who demonstrate excellence
	<input type="checkbox"/> Validates reliability and accuracy of data and information gathered	<input type="checkbox"/> Handles new tasks and assignments and adopts new measures without need for format training and orientation	<input type="checkbox"/> Takes timely and appropriate action to avert potential problems	
	<input type="checkbox"/> Recieves, screens and processes transactions received at the frontline counter		<input type="checkbox"/> recognises employee performance deserving of rewards and incentives	
	<input type="checkbox"/> Provides correct, adequate and prompt information to customer			
	<input type="checkbox"/> Shows sense of urgency in attending to customer needs			