



COMPETENCIES:

TIME MANAGEMENT GROUP

- **Accountability** - Assuming personal responsibility for actions and results without being asked.
- **Time Management** - Ability to prioritize most important to least important and accomplish everything. Displays good task orientation.
- **Training Completion** - Associate is focused and takes advantage of all training offered during the course of the year. Associate completes all training courses with minimal oversight from Manager.

PERFORMANCE FACTORS

- **Use of Equipment, and Computers** – operates all tools and equipment in a safe and proficient manner, with the security of the company in mind.
- **Accuracy** - Performs all functions of the job correctly the first time. Can, with reasonable training, be expected to work free from error taking the necessary care to ensure the desired outcome.
- **Goal Achievement** - Consistently delivering the desired performance associated with the job, be it sales, budget, repair, shipping, or any specialized service for which the Associate is responsible.
- **Security** - Maintaining an orderly work area, conducive to maximum productivity, especially in areas visible to clients, and where merchandise or other company assets may be compromised. Takes personal responsibility for the integrity of the inventory, and the safety of all Associates and Customers. Protects customer information and does not share any data collected at the company.

TEAM SPIRIT GROUP

- **Service Orientation** - Clearly understands who their customer is (actual customer or fellow Team employee if in Corporate Office), confirms and clarifies customer's needs, accurately understands customer's thoughts, and takes constructive action.
- **Team Orientation** - Is able to work with team members throughout the company understanding and appreciating the diversity in style that each Associate brings to the job. Works with fellow team members to deliver an outstanding customer experience. Willing to share specific skills or knowledge for the growth of others within the company.
- **Team Spirit** - Exemplifies the spirit of The Company Family, never says no to a customer or to other Associates. Constantly seeks ways to help in whatever needs to be done.

- **PMA** - Professionally Manages Attitude, leaves personal issues away from work, and treats customers and fellow Associates with respect. Accepts feedback from others and performs job with enthusiasm.
- **Hustle** - Works to maximum effort at all times, is in position for instant availability. Associate exhibits a sense of urgency regarding customer care and task completion.

INTERPERSONAL SKILLS

- **Communication** - Is willing to interact with others and give and receive feedback and establish a common understanding. Takes concerns or questions to the source best able to address them, refraining from gossip or negative conversations, always acting with the best interest of fellow Associates or Customers in mind.
- **Effective Thinking** - Is able to identify the best course of action from the many options available. Works to a mutually beneficial outcome when dealing with a Customer situation.
- **Relationship Building** - Is able to influence others to action through the use of interpersonal skills, with systematic contact and follow-up.