Wellesley College Core Competencies

We have identified nine factors or competencies that are important to successful performance at Wellesley:

**Service to Others (Individuals/Groups).** The ability to identify, understand, build relationships with, and respond to the needs and expectations of internal and external constituents in an appropriate manner; reflect the goals and values of the College; demonstrate fiscal responsibility; and focus on the quality and timeliness of constituent programs and services.

**Expertise (Knowledge, Skill, Educational and Experience Requirements).** The ability to draw upon and utilize specific knowledge, skills and experiences that are needed to perform various Wellesley College roles. Functional knowledge includes both the specialized knowledge pertaining to a specific profession or specialty and knowledge pertaining to general College operations. The ability to utilize technology in response to the changing environment is also part of this factor.

**Leadership.** The influence an employee has on how work gets done, describes how an employee is responsible for his/her own work and the work of others in achieving common goals.

**Accountability/Responsibility.** The degree to which one is responsible for one’s own work, the work of others, and/or delivering services to the Wellesley College community; the impact of a position’s end results on the work unit, function or College as a whole and those it serves; the degree of autonomy in decision-making required for success; the level of review generally given to work processes and results; and the scope of the work unit(s) or organization involved.

**Collaboration.** The ability to produce successful outcomes by working cooperatively with others; sharing relevant information and soliciting input and assistance from others; integrating input and seeking consensus to reach goals; as well as the understanding of team process and problem solving techniques.

**Communication.** The ability to effectively interact and exchange information with other members of our community and external constituencies; to develop factual and logical presentations of one’s ideas and opinions using written and verbal skills; to demonstrate effective listening skills by shaping and adapting one’s own responses to address the issues and styles of others; and to demonstrate courtesy and respect and handle confidential information appropriately.

**Problem Solving and Innovation.** The ability to identify, define, critically analyze and resolve work problems through research and testing alternative ideas and approaches; thinking outside traditional parameters, using innovative and creative ideas and actions to improve work processes and service to constituents; and seldom settling for a process or service that is “good enough” but adding value and taking measured risks to enhance the College’s mission.

**Development of Self and Others.** The practice of providing a strong sense of purpose and mission for the professional development of oneself and others; developing a structure and work processes that promote successful outcomes; serving as an example to others by setting expectations for work, and helping each other think through alternatives; managing one’s own development and mentoring/coaching others; and seeking appropriate opportunities to expand work-related knowledge, skills and experiences.

**Diversity, equity and inclusion.** Understanding our commitment to diversity and engaging in respectful interaction with all members of the community and its constituents; actively supporting diversity initiatives and awareness; holding others accountable for creating and promoting a diverse work environment; promoting a diverse work environment through education, training and professional development opportunities; and actively seeking ways to recruit, hire, retain and manage a diverse workforce.