

Employee Competencies

These are Town of Frisco's standards and expectations for all employees. Competencies are aligned with the Town's Mission and Vision, and Council's Strategic Goals.

Customer Service

- Delivers prompt, friendly and courteous service to internal and external customers.
- Performs duties with accuracy, thoroughness and efficiency; identifies customer needs through courteous questioning and a sincere desire to be helpful.
- Responds to complaints and inquiries courteously and in a timely manner.

Professional Development

- Looks for and makes continuous improvements.
- Constructively uses feedback from multiple sources.
- Demonstrates willingness to try new approaches.
- Seeks and participates in learning and development activities.
- Accepts change and is willing to modify actions to meet the evolving needs of the Town and Department.

Communication

- Communicates in a professional and respectful manner that builds rapport.
- Demonstrates good listening skills and asks questions when clarification is needed.
- Reports to manager or supervisor of progress on assigned tasks.
- Communicates to insure others are informed.
- Handles internal conflict constructively.

Environment & Sustainability

- Learns, understands and adheres to the Town environmental policies, practices and procedures.
- Identifies and implements methods to conserve resources, reduce energy and waste, and contain expenditures into daily routine and activities.
- Suggests innovative, sustainable ideas or practices.
- Collaborates with co-workers to find more efficient ways to use materials at work.

Leadership

- Builds commitment to mission and priorities of the Town, Department and the community.
- Acts with integrity; shows initiative and accepts responsibility for own actions.
- Looks for and seeks new challenges.
- Leads by example; displays a positive attitude and provides solutions.
- Exhibits a commitment to excel.

Safety

- Learns, understands and adheres to the Town and Department's safety policies, practices and procedures.
- Internally and externally reports safety hazards, equipment problems, and emergency situations to ensure the safety of citizens and co-workers.
- Reports worker's compensation accidents and injuries immediately.
- Promotes and demonstrates ongoing awareness of how to work safely.

Teamwork

- Respects the feelings and needs of co-workers and others.
- Contributes to maintaining a high level of morale and motivation.
- Is appreciative and demonstrates respect for the diversity of all individuals in all forms of communication.
- Supports the mission, vision, values of the Town and Council's goals.
- Respects and understands the roles within the team and follows the chain of command.
- Contributes to positive working relationships and working environment to ensure high performance of the organization.

Management

- Sets clear expectations with staff.
- Uses coaching skills effectively to improve staff competencies.
- Conducts effective and timely performance reviews.
- Sets performance goals in alignment with Department and Town wide goals.
- Educate staff on the Town's missions, visions and goals and policies.
- Defines priorities; provides clear expectations and direction to staff in order to meet goals and objectives.
- Sets standards of performance and holds staff accountable for results.
- Communicates training opportunities in order to develop employees's skills and knowledge.