# Tool 3: Role Competency Selector

### Overview

### This tool provides a framework for translating job functions into behavioral competencies and technical skills.

### Instructions

Use the template on the following page to list the top three to four critical job activities for the open position. Then, for each critical job activity, list the essential technical skills (evaluated through traditional interviewing methods) and competencies (evaluated through BBI) needed to successfully complete the activity.

Select behavioral competencies from the following list, which captures the most commonly desired competencies for frontline Facilities staff:

* Attitude
* Communication
* Compassion
* Conflict resolution
* Customer service
* Decision-making
* Diversity awareness
* Flexibility
* Integrity
* Leadership
* Personal development drive
* Problem-solving
* Process improvement
* Teamwork

EAB recommends narrowing the critical competencies to three to five per position and allowing about 10 minutes to discuss each competency during an interview.

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| Sample Position: Residence Hall Custodian | | |
| *Critical Job Activity* | *Required Behavioral Competencies* | *Required Technical Skills* |
| *1. Clean surfaces and assets* | * Attitude * Teamwork | * Familiarity with cleaning techniques * Knowledge of hazardous chemicals |
| *2. Interact with students* | * Customer service * Integrity * Attitude |  |
| *3. Respond to urgent cleaning requests* | * Flexibility * Customer service | Familiarity with cleaning techniques |

**Role Competency Selector**

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| **Position:** | | |
| *Critical Job Activity* | *Required Behavioral Competencies* | *Required Technical Skills* |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |
| 4. |  |  |
| 5. |  |  |