

WATER QUALITY EXPECTATIONS

INTERPERSONAL: Be dependable, truthful, and considerate of others

1. Be reliable, show up ready to work, when and where you are needed
2. Take responsibility and accept accountability for your actions
3. Maintain flexibility
4. Consistently treat everyone with courtesy and respect
5. Be honest and honor commitments
6. Be proactive in assisting others
7. Exhibit a positive “Can Do” attitude with coworkers and towards customers and organizational goals (values, mission, policy, etc.)
8. Continuously learn and build on previous experience
9. Collaborate freely; be an effective team player in all work

TECHNICAL: Know job and perform it well

10. Understand and follow technical procedures; pay attention to critical details
11. Perform work effectively and use HRSD time efficiently
12. Recognize problems; suggest ideas and solutions; take appropriate action
13. Identify and recommend cost and time savings
14. Manage multiple tasks and logically prioritize among the assigned tasks
15. Minimize waste and properly maintain equipment
16. Effectively train others by recognizing trainees’ needs
17. Anticipate the unexpected and plan accordingly
18. Take initiative to accomplish unscheduled, scheduled or assigned tasks
19. Understand the important regulatory/legal issues affecting each task, project or program
20. Understand the theory and underlying science (“the why”) behind specific tasks or projects and why each task is important
21. Know how each job and task fits into the project, program and division mission
22. Seek additional knowledge independently (college courses and degrees, accreditations, certifications, seminars, etc.)
23. Seek feedback to identify and address developmental needs while capitalizing on personal strengths
24. Understand the basics of the procurement and budget process, know the cost of items and labor, and look for or recommend savings

COMMUNICATION: Communicate clearly and concisely

25. Communicate clearly, concisely and effectively both verbally and in writing; use positive non-verbal communications through eye-contact, tone and body language
26. Openly and freely share knowledge of jobs, responsibilities, background information, policies, etc.; communicate to facilitate knowledge transfer
27. Understand and meet customer needs and expectations
28. Listen effectively; seek to understand others’ positions; respect everyone’s opinions and feelings
29. Take an active role in training and learning by asking questions and participating in open discussions

ORGANIZATIONAL: Understand the basic organizational structure of HRSD and respective roles

30. Understand and follow HRSD policies and procedures
31. Be aware and supportive of HRSD’s mission, vision and values
32. Recognize and establish working relationships both within and outside HRSD