

# City of Oxnard's Competencies

Core competencies are a broad set of related behaviors that any employee in any role needs to possess to be successful at the City and will be the foundation for the recruitment, hiring, evaluation, training and development of our City workforce.

The City of Oxnard has 10 competencies that apply to all employees and 3 additional competencies that are for people managers.

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## Accountability & Responsibility

The employee consistently takes ownership of their work, striving to complete assignments on time and with integrity. The employee follows through on commitments, admits to mistakes and offers a solution, and remains honest even when it is difficult or may result in unpleasant consequences.

## Adaptability & Flexibility

The employee is open to change and new information and rapidly adapts to changing conditions and unexpected obstacles. The employee can adjust to multiple demands, shifting priorities, and ambiguity and is resilient.

Demonstrates the ability to stretch beyond current responsibilities as conditions change. The employee effectively deals with pressure, remains optimistic, and persistent even under adversity.



## Collaboration

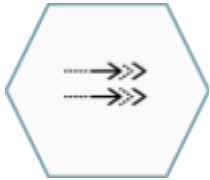
The employee strives to work collaboratively with other employees, both within and outside of their department, to achieve the best results. They recognize the value that teamwork and diverse opinions have when solving a problem.

## Creativity & Innovation

The employee questions conventional approaches and encourages new ideas and innovations within reasonable parameters. Employee positions the



department for future success by identifying new opportunities and developing or improving services.



### Drives Results

The employee makes decisions that produce high quality results by applying technical knowledge, analyzing problems, and calculating risks. The employee is willing to take calculated risks but does not make reckless decisions. The employee takes action without being directed and goes above and beyond the call of duty to resolve problems. Uses explanations, logic, and factual evidence to influence the thoughts and behaviors of others.

### Effective Communication

The employee strives to understand and be understood in their written and oral communication. The employees emotional intelligence, active listening, conflict management skills are tailored to the situation and audience.



### Knowledge, Skills, & Abilities (KSAs)

The employee has the knowledge, skills, and abilities to effectively do their job. They understand and pursue the best practices in their professional field.

### Leadership

The employee demonstrates the ability to bring about change. The employee gathers appropriate information to make decisions and has the courage to make unpopular decisions when needed. The employee works to create a motivating atmosphere and encourages commitment to group goals. Takes corrective action before a problem arises rather than reacting after a problem has already occurred.



### Public & Customer Service

The employee treats both internal and external customers and colleagues with respect, even during times of stress and conflict. The employee is committed to serving their community and understands that public servants are held to the highest standards.

## Values Diversity & Open-Mindedness

The employee fosters a workplace where diversity and individual differences are valued. They appreciate diversity of thought and work effectively with others from different backgrounds (age, education, race, gender, etc.). The employee understands that diversity and open-mindedness in the workplace enables stronger teams and helps us serve the public better.



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## Manager Only: Business Acumen

The supervisor/manager sets clear objectives to define successful performance for their teams as it aligns with department and City goals. They consider the financial implications of decisions, impact on other departments, work effectively under budgetary constraints, and make effective use of limited resources. They follow City process and best practices for contracting, purchasing, budgeting, and HR-related tasks. They consider the larger environment and seek out examples from other jurisdictions when needed.



## Manager Only: Team Performance

The supervisor/manager effectively leads people to meeting the organization's vision, mission and goals. They establish trust with their employees through effective communication and leadership skills. They provide an inclusive workplace that facilitates cooperation and teamwork and supports constructive resolution of conflicts. They keep others informed of upcoming changes and clearly explain how changes will affect various processes and systems. They delegate appropriately and ensure that tasks are completed.



## Manager Only: Hiring & Developing Talent

The supervisor/manager provides direction, support, and feedback to enable others to meet their full potential. They make hiring decisions that lead to a stronger team. They perform evaluations of employees to ensure those objectives are being met.

They provide feedback with specific examples to help others improve their performance and coach them toward success. They provide opportunities to learn through formal and informal methods. They ensure employees have the resources and tools they need.

