
Dependability/Reliability

Definitions

Reliable and dependable in performing job-related tasks, finishing assigned projects, meeting deadlines and appointments.

Keywords: Trustworthy, Consistency, Steadfast

Behavior Indicators:

1. Recognizes the relative importance of certain tasks and responsibilities and has the ability to prioritize to ensure that deadlines are met.
2. Actively demonstrates commitment by maintaining a consistent and predictable work schedule.
3. Is relied upon by others as a source for valid information.

PROFICIENCY LEVEL: Dependability/Reliability

LEVEL I

- Comes to work on time as scheduled.
- Responds to work assignments and requests by being cooperative and available.
- Demonstrates a good attendance record; is aware of the impact that missing work will have on the customer as well as co-workers.
- Follows through with commitments.
- Can be counted on to meet deadlines.
- Maintains consistent and predictable schedule.

LEVEL II

- Very productive and efficient in planning and executing work.
- Actively demonstrates dependability and importance of work to customer and peers.
- Reschedules meetings and deadlines well in advance if necessary; but will go out of way to make every effort to make meeting an/or deadline.

LEVEL III

- Accurately scopes out the work, creates efficiently workflows and process,
 - Develops reliable working rapport with customer and peers.
 - Follows through and meets commitments.
 - Available as a resource to subordinates and peers.
 - Consistently outperforms most other people or groups because of excellence at planning, priority setting and execution.
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