
Accountability

Definition

Accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her public duty and presenting oneself as a credible representative of the University

Key Words: Ownership, Responsible

Behavioral Indicators:

1. Helps and supports fellow employees in their work to contribute to overall organization success.
2. Demonstrates understanding of the overall business – its goals, purpose, functions, competition, etc. – that helps increase employee commitment and interest.
3. Looks beyond the requirements of one's own job to offer suggestions for improvements of overall organization operations.
4. Takes personal ownership in organization's success.

PROFICIENCY LEVELS: Accountability

LEVEL I

- Consistently meets commitments to others or delivers on commitments on time
- Takes ownership of personal or team performance; coaches team members to improve performance
- Never dismisses the importance of his/her responsibilities and the connection between his/her job and public perceptions
- Always presents oneself in a way that is consistent with the image the University wants to portray.

LEVEL II

- Holds self and others accountable for making principled decisions; addresses unsatisfactory and unethical behavior head-on
- Commits to the University's goals and finds ways to get team members more involved toward accomplishing University objectives
- Takes his/her responsibilities seriously and consistently meets the public's expectations for quality, service, and professionalism
- Consistently presents a calm, competent, and professional image to the public and other University employees

LEVEL III

- Exceeds his/her commitment to others by frequently delivering work early
 - Lives the University values and maintains his/her ethical principles even in the most challenging circumstances
 - Generates enthusiasm among team members for accomplishing shared goals that elevates the team and ensures the University success
 - Holds a strong commitment to exceeding the public's expectations for how the State should provide service to its students and staff
 - Presents oneself as a polished professional who exemplifies success and credibility; inspires others to be more professional
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