

WHAT ARE ADB CORE AND MANAGERIAL COMPETENCIES?



Administrative Staff – AS6 to AS7

Jobs at these grades provide general administrative assistance to Heads of Departments/Office and/or specialized technical assistance to staff in Specialist and/or Managerial roles in ADB.

CORE COMPETENCY

COMPETENCY LEVELS AND BEHAVIORS REQUIRED FOR THE ROLE

Focusing on Client Needs

- Responds to clients without prompts or reminders from senior colleagues.
- Understands available services and accurately matches these to client needs.
- Adjusts communication style and approach to serve different clients in a respectful manner.

Achieving Results

- Independently solves similar problems and makes recommendations among known solutions.
- Sets clearly defined tasks for self that are aligned with work plan.
- Proactively seeks assistance from colleagues to achieve desired outcomes.

Working Together

- Proactively offers help and assistance to immediate team members to meet commitments.
- Acts with skill and composure when in conflict.
- Proactively updates colleagues on information necessary for task completion.

Learning and Sharing Knowledge

- Proactively seeks required knowledge and information.
- Responds positively to requests to share knowledge about own work.
- Encourages others to openly share knowledge.

Innovating and Embracing Change

- Shares ideas for how work can be completed more effectively and helps colleagues adjust to required changes.
- Recommends inputs to new policies, system, and processes in team work area.
- Seeks information about new work situation and efficient ways for work to be completed.