



Administrative Staff (AS4 and AS5)

CORE COMPETENCY	BEHAVIORS REQUIRED
Focusing on Client Needs	Adjusts communication style and approach to serve different clients in a respectful manner. Communicates and behaves with respect towards clients. Responds to clients without prompts or reminders from senior colleagues. Understands available services and accurately matches these to client needs.
Achieving Results	Abides by ADB's code of conduct and behaves ethically in all circumstances. Makes straight forward decisions and applies time management and organizational skills to complete tasks. Regularly seeks feedback to determine if results are being met. Reviews all task objectives and achieves core deliverables.
Working Together	Acts with skill and composure when in conflict. Communicates and behaves with respect towards colleagues. Proactively offers help and assistance to immediate team members to meet commitments. Proactively updates colleagues on information necessary for task completion.
Learning and Sharing Knowledge	Encourages others to openly share knowledge. Proactively seeks required knowledge and information. Responds positively to requests to share knowledge about own work.
Innovating and Embracing Change	Accepts change initiatives openly. Implements new policies, systems and processes in a timely manner. Supports work improvement in immediate work area.