



Administrative Staff (AS6 and AS7)

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. Independently solves similar problems and makes recommendations among known solutions. Proactively seeks assistance from colleagues to achieve desired outcomes. Sets clearly defined tasks for self that are aligned with work plan.
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	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. Shares ideas for how work can be completed more effectively and helps colleagues adjust to required changes.