

## Communication Skills

The ability to accurately listen and understand, and then respond appropriately when interacting with individuals and groups. The ability to influence outcomes through verbal communication in individual or group situations through use of negotiation and advocacy.

Level	Description	Behaviours	Work Examples
0	Does not exhibit this competency		
1	<p>Listens and presents accurate information</p> <p><i>Trainee</i></p>	<p>Demonstrates conversational and basic presentation skills</p> <p>Demonstrates openness and receptivity to giving and receiving information</p> <p>Listens willingly when approached by others (individuals or groups)</p> <p>Has limited impact to influence others and obtain agreement on own plans</p>	<p>Actively contributes and listens to others at staff meetings</p> <p>Openly communicates with supervisor regarding work plans</p> <p>Communicates with supervisor on issues raised by property owners that cannot be resolved alone</p>
2	<p>Communicates Effectively</p> <p><i>Appraisal Assistant I</i></p>	<p>Actively listens to others individually or in groups; pays attention to non-verbal cues</p> <p>Speaks effectively about what is needed or expected from others</p> <p>Communicates ideas in a logical, organized manner</p> <p>Expresses ideas clearly and concisely to informal groups</p> <p>Has moderate impact to influence others and obtain agreement on own/team ideas and plans.</p>	<p>Sees non-verbal signs of anxiety in property owners.</p> <p>Participates in discussions in staff meetings.</p> <p>Provides effective customer service in person or by phone.</p> <p>Understands more complex inquiries and redirects person to appropriate personnel.</p>

## Communication Skills

3	<p>Communicates effectively on complex issues</p> <p><i>Appraisal Assistant II</i></p>	<p>Maintains a rational focus when confronted with assertive or aggressive inquiries</p> <p>Deals with difficult public inquiries</p> <p>Explains complex concepts using common, plain language</p> <p>Seeks to understand others' point of view and responds appropriately</p> <p>Able to obtain agreement and acceptance in team meetings</p>	<p>Able to defuse irate customers, e.g. front counter</p> <p>Effectively communicates assessment practices and law to the public without the use of jargon</p> <p>Makes effective presentations at Admin. meetings</p> <p>Effectively influences others of the need for different procedural change, e.g. workload redistribution of tasks and assignments.</p> <p>Advises supervisor of errors or omissions that need to be advanced, e.g. ownership changes through PARP or Supp.</p> <p>Successfully resolves issues for an internal or external customer.</p>
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## Innovation and Change Management

Adapts to new and challenging situations; willing to make critical decisions in a changing environment where exact outcomes cannot be predicted. Generates and/or recognizes creative or innovative solutions to work-related issues.

Level	Description	Behaviours	Work Examples
0	Does not exhibit this competency		
1	<p>Performs ambiguous tasks with some support or guidance; makes minor modifications to existing procedures/processes/services</p> <p><i>Trainee/Appraisal Assistant I</i></p>	<p>Requires some guidance or support in order to respond to uncertainty or lack of information</p> <p>Needs assistance when things are not clear or to see the positive impact of doing things differently</p> <p>When required, thinks of different ways to improve processes/productivity on the job by making modifications to existing procedures / processes / services.</p>	<p>Accepts innovation in systems, e.g. changes to procedures or workflows.</p> <p>Works effectively with assigned software applications, e.g. valueBC</p> <p>Adapts readily to new hardware devices</p>
2	<p>Performs ambiguous tasks with minimal guidance or support; improves existing procedures / processes / services</p> <p><i>Appraisal Assistant II</i></p>	<p>Adapts to changing circumstances, direction and strategy</p> <p>Able to make suggestions without having all the information</p> <p>Proactively seeks improvement opportunities within familiar boundaries</p> <p>Modifies or expands good ideas or looks for better ways to improve procedure, processes, services on the job</p> <p>Demonstrates ability to change direction in response to changing work situations</p> <p>Able to make decisions and take action when there is not enough information to predict the consequences with certainty.</p>	<p>Reviews procedures and workflows and completes Policy Review forms when required.</p> <p>Estimates appropriate scheduling of PARP hearings.</p> <p>Actively participates in building an office improvement plan.</p> <p>Recognizes a challenge and creates own solution, e.g. creates Excel spreadsheet, designs forms.</p>

## Customer Focus

The ability to focus one's business efforts and resources on meeting and exceeding the customer's needs, and putting strategies in place to ensure customer satisfaction.

Level	Description	Behaviours	Work Examples
0	Does not exhibit this competency		
1	<p>Follows Up and Maintains Clear Communications</p> <p><i>Trainee</i></p>	<p>Follows through on customer inquiries, requests, and complaints</p> <p>Keeps customer up-to-date about progress of inquiry (but does not probe customer's underlying issues or problems)</p> <p>Maintains clear, efficient communications with customer</p>	<p>Answers routine inquiries</p> <p>Follows up on customer inquiry if not able to answer immediately; obtains information and gets back to customer</p> <p>Refers property owners to information, e.g. Fact Sheets, website, etc.</p> <p>Recognizes and adapts to various customer needs e.g., sensitive to cultural differences, etc.</p>
2	<p>Takes a Customer Perspective</p> <p><i>Appraisal Assistant I</i></p>	<p>Takes personal responsibility for solving customer problems</p> <p>Demonstrates the ability to see issues from the customer's perspective</p> <p>Flexible in approaching customer needs in order to come to a mutual understanding of the issues and potential solutions</p>	<p>Identifies customer issues, e.g. determines underlying concern</p> <p>Anticipates and responds to customer concerns, e.g. proper forms, explains processes</p>

## Customer Focus

3	<p>Takes Action for the Customer</p> <p><i>Appraisal Assistant II</i></p>	<p>Understands the value of the customer to the organization</p> <p>Takes actions beyond normal expectations</p> <p>Takes on customer problems and resolves them even if they were not originally one's problem</p> <p>Gives the customers options and choices when appropriate</p>	<p>Takes initiative to correct errors, e.g. incorrect ownership or mailing address information, mobile home relocation.</p> <p>Takes initiative to contact third party, e.g. municipalities, on behalf of customer if needed.</p> <p>Provides clients with information re: tax relief programs, e.g. Farm class, Sec. 19(8)</p> <p>Deals with customer issues that have been referred by more junior staff.</p>
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## Professional Conduct

Acts in line with one's beliefs and values, even when it is difficult to do so. Ensures action matches words.

Level	Description	Behaviours	Work Examples
0	Does not exhibit this competency		
1	<p>Is open and Honest about Work Situations</p> <p><i>Trainee / Appraisal Assistant I</i></p>	<p>Recognizes own negative feelings and mistakes</p> <p>Expresses own thinking when it would be easy to refrain from being open about the situation</p> <p>Personal values and beliefs are not always explicitly stated but usually can be inferred through basic behaviour</p>	<p>Provides options for mediation to clients when the organization has made a mistake, e.g. appeal processes</p> <p>Understands that information they have access to will not be used for personal gain</p> <p>Knows and practices BC Assessment corporate values</p>
2	<p>Takes Actions which are consistent with values and beliefs</p> <p><i>Appraisal Assistant II</i></p>	<p>“Walks the talk” (actions match words)</p> <p>Takes pride in being trustworthy</p> <p>Demonstrates fairness with others, especially those who might not speak up for themselves</p> <p>Demonstrates and upholds the values of the organization</p>	<p>Refers cases that are beyond one's level of expertise to the supervisor</p> <p>Demonstrates corporate values when dealing with the client even when it is not popular to do so.</p> <p>Makes clients aware of assessment and tax relief programs that they may not be aware of, e.g. Farm classification, tax deferral.</p>