

## Analytical Thinking and Judgement Skills

The ability to analyze problems systematically, organize information, identify key factors and underlying concerns and generate solutions. Combines the ability to draw on one's experience and knowledge to effectively solve problems through assembling facts. Forms an opinion or evaluation by discerning and comparing before reaching a sound conclusion.

Level	Description	Behaviours	Work Examples
0	Does not exhibit this competency		
1	Distinguishes Aspects of Problems/Issues  <i>Trainee / Appraisal Assistant I</i>	Distinguishes important from unimportant aspect of an issue or a problem, making it possible to come to new decisions more quickly and decisively.  Discusses the problem and possible solutions with a supervisor, who would have the analytical thinking and judgment to respond.	Able to answer inquiries and identify problems. e.g. building permits, and ownership/address changes.  Sorts a variety of documents, e.g. PARP, PAAB, subdivision plans.  Performs data entry of less complex ownership and subdivisions, building permits, and address changes.  Recognizes inconsistencies in extracting and filing documents, e.g. out of sequence filing.
2	Sees Relationships and Makes Timely Decisions  <i>Appraisal Assistant II</i>	Breaks the issue or problem into smaller parts so as to recognize important facts and issues.  Makes links and analyzes relationships among several parts of a situation.  Anticipates obstacles and thinks ahead to the next steps.  Notices and uses patterns or trends from similar experiences.  Makes well-timed decisions to meet the needs of the situation.	Analyzes documents and investigates discrepancies and takes appropriate action.  Performs more complex clerical assignments, e.g. subdivisions, owner changes (including unmatched), PARP and PAAB administration, minor taxing jurisdictions.  Participates in development of in office procedures.  Recognizes and implements corporate initiatives, business rules, procedures and workflows.  Assists in the instruction of junior staff.

## Planning and Organizing

At a basic level, the ability to prioritize multiple tasks using time management and organizational skills to carry out job tasks effectively and efficiently. At a more advanced level, the ability to accurately forecast future requirements consistent with business goals; organize and follow through to achieve these goals including setting priorities, objectives and action plans.

Level	Description	Behaviours	Work Examples
0	Does not exhibit this competency		
1	Execute tasks  <i>Trainee/Appraisal Assistant I</i>	Works with available resources  Plans to meet time, cost and quality expectations  Organizes and uses resources in an efficient, safe and appropriate manner  Meets all reporting requirements	Completes assigned tasks within given timelines e.g. mail outs, permits, filing.  Follows instructions, works to guidelines  Participates as a junior team member in project work.
2	Plans and Organizes at the Team/Task Level  <i>Appraisal Assistant II</i>	Establishes priorities, objectives, strategies, action plans and resource requirements consistent with the work team task plans and direction.  Notices scheduling problems in advance and takes appropriate action to schedule accordingly.  Able to identify aspects of works that you have control over and those you do not. Discuss with supervisor ways to deal with issues outside your control in order to meet deadlines.  Monitors progress against work plans to ensure time, cost and quality expectations are being met.	Prioritizes work to be done e.g. subdivisions, LT&SA records.  May assist in assigning tasks and identifying deadlines to junior staff e.g. building permits, LT&SA records, address changes, Manufactured Home records, audits.  Monitors very basic project work and own progress in project work.  Participates and assists in organizing PARP and PAAB administration, e.g. processing and scheduling of appeals.