

Part II. Core Competencies

	4	3	2	1	N/A
Tactfulness					
Arrival time / departure time					
Completion of daily work assignments					
Tone of voice on phone					
Neatness of work area					
Returning phone calls					
Computer skills					
Follow through on assignments					
Efficiency					
Assisting co-workers					
Multi-tasking					
Accuracy					
Knowledge of how job affects others					
Dependability					
Calling in sick					
Determine solutions to customer or vendor questions					
Maintain good rapport with returning customers					
Professionalism					
Attitude					
Answer phone in timely manner					
Communication skills					
Triaging phone calls to appropriate person					
Team player					
Managing schedule(s) or meetings					
Handling constructive criticism					
Brainstorming new ideas					
Adapting to change					
Initiative					
Problem solving					
Resourcefulness					
Written skills					
Stress tolerance					
TOTAL					