

Living the Mission

Person Being Recognized: _____ Site / Dept: _____

How does this person live the Community Services Mission?

Check boxes that apply

Culture and Team

- 1. Communicate in a clear and concise manner.
- 2. Proactively help others, within and across departments.
- 3. Recognize each other's accomplishments and share successes.
- 4. Demonstrate respect and professionalism when interacting with each other.

Personal Accountability

- 5. Problem solve when concerns arise.
- 6. Be flexible and adapt to changes.
- 7. Prioritize and complete the most important tasks first.
- 8. Anticipate possible problems and take action to prevent them.
- 9. Complete responsibilities in a timely and high quality manner.
- 10. Be honest and proactive when mistakes happen.
- 11. Do what you say you will do.

Knowledge and Expertise

- 12. Document required information in a clear, concise, and legible manner.
- 13. Proactively attain the information you need to be the best.
- 14. Recognize when you lack the necessary skill and seek advice and/or assistance.

Customer Service

- 15. Show interest through listening and demonstrating empathy.
- 16. Smile, say hello, and introduce yourself to individuals and their circle of support.
- 17. Ask individuals and their circle of support if they have additional needs or questions.
- 18. Acknowledge requests and communicate a timeline for response and/or resolution.

Nominator: _____ Site/Dept: _____ Date: _____

Return to HR Administrative Assistant, 180 Oak Street, Buffalo, NY