Dependability/Reliability

Definitions
Reliable and dependable in performing job-related tasks, finishing assigned projects, meeting deadlines and appointments.

Keywords: Trustworthy, Consistency, Steadfast

Behavior Indicators:
1. Recognizes the relative importance of certain tasks and responsibilities and has the ability to prioritize to ensure that deadlines are met.
2. Actively demonstrates commitment by maintaining a consistent and predictable work schedule.
3. Is relied upon by others as a source for valid information.

PROFICIENCY LEVEL: Dependability/Reliability

LEVEL I
• Comes to work on time as scheduled.
• Responds to work assignments and requests by being cooperative and available.
• Demonstrates a good attendance record; is aware of the impact that missing work will have on the customer as well as co-workers.
• Follows through with commitments.
• Can be counted on to meet deadlines.
• Maintains consistent and predictable schedule.

LEVEL II
• Very productive and efficient in planning and executing work.
• Actively demonstrates dependability and importance of work to customer and peers.
• Reschedules meetings and deadlines well in advance if necessary; but will go out of way to make every effort to make meeting an/or deadline.

LEVEL III
• Accurately scopes out the work, creates efficiently workflows and process,
• Develops reliable working rapport with customer and peers.
• Follows through and meets commitments.
• Available as a resource to subordinates and peers.
• Consistently outperforms most other people or groups because of excellence at planning, priority setting and execution.