

## **BEHAVIORAL TRAITS (Eight Areas)**

- 1. Customer Oriented: A desire to convey your sincere interest in your customers.**
  - Has a positive and constructive view of working with others.
  - Prefers to spend a high percentage of your time listening and understanding others and is able to successfully work with a wide range of people from diverse backgrounds to achieve "win-win" outcomes.
- 2. Frequent Interaction with Others: Dealing with multiple interruptions on a continual basis, always maintaining a friendly interface with others.**
  - Prefers to interact with others rather than deal with tasks.
  - Able to maintain a friendly interface with others when faced with multiple interruptions on a continual basis.
- 3. Frequent Change: Moving easily from task to task or being asked to leave several tasks unfinished and easily move on to the next task with little or no notice.**
  - Has a high level of comfort "juggling many balls in the air at the same time".
  - Can easily move on to new tasks with little or no notice, leaving several tasks to be completed at a later time.
- 4. Organized Workplace: Systems and procedures followed for success.**
  - Strengths lie in accurate record keeping and planning.
  - Successful performance depends on established systems and procedures and is tied to careful organization of activities, tasks, and projects.
- 5. Analysis of Data: Information is maintained accurately for repeated examination, as required.**
  - Able to analyze and challenge a large number of details, data, and facts prior to making decisions.
  - Able to accurately maintain those records for repeated examination.
- 6. Competiveness: Tenacity, boldness, assertiveness and a "will to win" in all situations.**
  - Consistent winning is critical.
  - Tenacious, bold, assertive and have a "will to win" in highly competitive situations.
- 7. Urgency: Decisiveness, quick response and fast action.**
  - Decisive and quick to respond.
  - Able to make on-the-spot decisions with good judgment and meet deadlines on time.

**8. Versatility: Bringing together a multitude of talents and a willingness to adapt the talents to changing situations, as required.**

- a. A high-level of optimism and a “can do” attitude
- b. Multi-talented and easily adapts to change with a high level of optimism and a “can do” orientation.