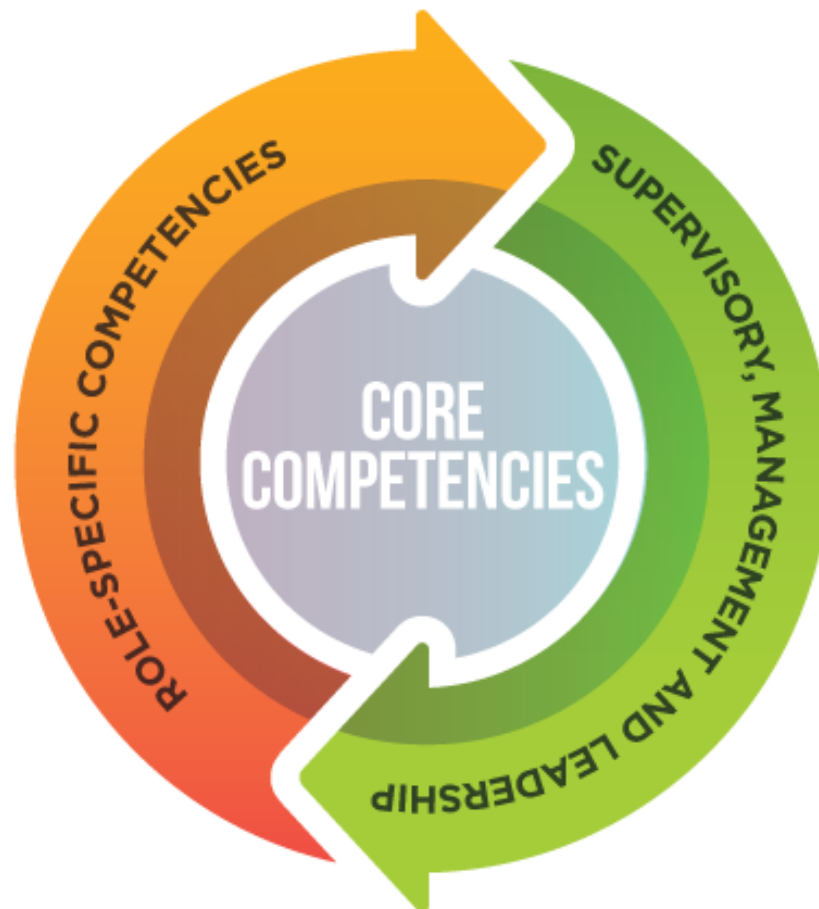


# ELECTRIC COOPERATIVE EMPLOYEE COMPETENCIES

The knowledge, skills and behaviors  
required for successful job performance



## **ROLE-SPECIFIC COMPETENCIES**

- Administrative
- Finance and Accounting
- Human Resources
- Communication and Relationship Management
- Supply Chain Management and Procurement
- Safety/Loss Control
- Distribution Engineering

## **CORE COMPETENCIES**

- Business Acumen
- Personal Effectiveness
- Interactions with Others
- Problem Solving

## **SUPERVISORY, MANAGEMENT AND LEADERSHIP**

- Governance and Strategy
- External Leadership
- Getting Results
- Working with and through Others
- Doing the Right Thing





The knowledge, skills, and abilities that support successful performance for ALL cooperative employees, regardless of the individual's role or expertise.

### **BUSINESS ACUMEN**

Integrates business, organizational and industry knowledge to one's own job performance.

### **PERSONAL EFFECTIVENESS**

Demonstrates a professional presence and a commitment to effective job performance.

### **INTERACTIONS WITH OTHERS**

Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.

### **PROBLEM-SOLVING**

Exercises good judgment to make well-informed decisions and to develop and implement effective solutions.



The knowledge, skills, and abilities needed for specific professional and technical roles.

### **ADMINISTRATIVE**

Provides a wide variety of administrative and clerical support to the co-op's CEO, management team, and board members, enabling smooth daily operations at the co-op and adherence to the co-op's policies.

### **FINANCE AND ACCOUNTING**

Analyzes and reporting of financial transactions that affect cash flow and long-term liability and equity.

### **HUMAN RESOURCES**

Guides and manages employee services, policies, and programs for the entire company enabling legal compliance and employee retention.

### **COMMUNICATION AND RELATIONSHIP MANAGEMENT**

Plans, implements, and monitors communications to position the cooperative as a good corporate citizen and to align with the cooperative's strategic goals.

### **SUPPLY CHAIN MANAGEMENT AND PROCUREMENT**

Manages the processes, activities, and networks needed to source, transport, warehouse, and deliver products and services.

### **SAFETY/LOSS CONTROL**

Develops, implements, and assesses hazard control measures.

### **DISTRIBUTION ENGINEERING**

Deals with technical operation, design and utilization of the electric power system and the myriad of connected devices and systems.



The knowledge, skills, and abilities needed to promote the qualities needed to engage and lead individuals and high performing teams and affect organizational results.

## **GOVERNANCE AND STRATEGY**

Focuses on the long-term needs of the organization and its business structure.

### **Board Focus**

Focuses on the needs of the Board and improving the effectiveness of the Board.

### **Vision and Strategic Orientation**

Takes a broad scale, long-term view, focusing on the future needs organization and member.

### **Organizational Design**

Builds an organizational structure that aligns roles and responsibilities with the values and strategic priorities of the organization.

### **Lead Change and Manage Risk**

Identifies and actively manages change and risk in a Volatile, Uncertain, Complex, Ambiguous (VUCA) environment.

## **EXTERNAL LEADERSHIP**

Focuses outside the cooperative to better the organization and communities.

### **Industry Influence**

Has extensive knowledge of the industry and uses this knowledge to impact the future direction of the industry.

### **Community Engagement**

Places the cooperative in a collaborative position for maintaining and growing healthy communities.

### **Member Focus**

Focuses self and the cooperative on the needs of members.

## **GETTING RESULTS**

Establishes and achieves challenging goals.

### **Process Management**

Develops and monitors processes and organizes resources to achieve desired results

### **Program/Project Management**

Designs, implements and manages programs/projects, and directs the related resources, personnel and activities to successful completion.

### **Results Driven**

Achieves results by establishing and maintaining focus on challenging goals and measuring organizational performance against those goals and standards.

## **GETTING RESULTS, *CONTINUED***

### **Analytical Thinking and Decision Making**

Thinks systematically, conceptually, and analytically to determine effective solutions that will enable the cooperative to achieve desired goals.

### **Innovation**

Develops new insights into situations and applies different and novel solutions to make improvements.

## **WORKING THROUGH OTHERS**

Respectfully interacts with different individuals and groups, being mindful of the lasting impact of words and actions.

### **Interpersonal Communications**

Listens, relates and expresses oneself in a manner that is effective while supporting mutual understanding.

### **Influence Others**

Persuades and motivates others towards an outcome consistent with the organization's mission, vision, and values.

### **Performance Management**

Develops and empowers staff to achieve by championing and applying a systematic performance management process and coaching strategies.

### **Relationship and Team Building**

Creates and fosters constructive working relationships and cohesive teams.

### **Diversity and Inclusion**

Develops and nurtures an inclusive workplace that leverages the talents of each person and promotes cultural awareness among members.

## **DOING THE RIGHT THING**

Is principle centered and displays strong character.

### **Commitment to Cooperative Values**

Acts in ways that put the cooperative's values and principles above one's personal needs and goals.

### **Integrity and Courage**

Makes decisions and acts consistently with values, professional standards, and the broader interests of the Co-op.