

**TECHNICAL REPRESENTATIVE (TR)
GENERAL BUSINESS COMPETENCIES**

1. **Attention to Detail**

Is thorough when performing work and conscientious about attending to detail.

2. **Decision-Making**

Makes sound, well informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

3. **Flexibility**

Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacle; effectively deals with ambiguity.

4. **Influencing/Negotiating**

Persuades others to accept recommendations, cooperate, or change their behavior; work with others towards an agreement; negotiates to find mutually acceptable solutions.

5. **Integrity/Honesty**

Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

6. **Interpersonal Skills**

Shows understanding, courtesy, tact, empathy; develops and maintains relationships; deals with difficult people; relates well to people from varied backgrounds; is sensitive to individual differences.

7. **Oral Communication**

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing presentations, listens to others; attends to nonverbal cues.

8. **Planning and Evaluating**

Organizes work, sets priorities, determines resource requirements, determines goals and strategies; coordinates with other organizations, monitors progress; evaluates outcomes.

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9. **Problem Solving**

Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and make recommendations.

10. **Project Management**

Develops and maintains a workable plan and manages resources to accomplish the overall goal of the project; plans, manages and follows through to ensure the smooth flow and timely completion of activities that deliver project results; anticipates obstacles or gaps that would impact project success and works to continuously improve the agency's capability to achieve success.

11. **Reasoning**

Identifies rules, principles, or relationships that explain facts, data or other information; analyzes information and makes correct inferences or accurate conclusions.

12. **Self-Management/Initiative**

Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

13. **Teamwork**

Encourages and facilitates cooperation, pride, trust; fosters commitment; works with others to achieve goals.

14. **Writing**

Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner, produces written information that is appropriate for the intended audience.