

## Job Family Career Development Guide: Administrative and Operational Support Level 1

The purpose of the Job Family Career Development Guide is to help employees and supervisors quickly identify competencies required for success at a designated career stream level. If you are currently employed at the above level, or aspire to someday work at this level, **complete the following steps**.

1. Review the Competency Summary table below and mark your level of experience and training, from your perspective, and ask that your supervisor do the same. This will help you to identify developmental opportunities.
2. Reference the Development Dimensions table below for potential development ideas and paths.
3. Upload your development plan into SuccessFactors ([watch how-to video](#)).

Competency Summary	Experiences and Training		
	Limited Experience and/or Training	Moderate Experience and/or Training	Extensive Experience and/or Training
<b>1. Organizational Impact</b> Works to achieve day-to-day objectives with limited impact on area. Delivers level responsibilities following a defined standard output or set of procedures. Work consists of tasks that are very routine, or well-defined, with specific instructions to achieve standardized solutions. Work is closely supervised.			
<b>2. Leadership and Talent Management</b> N/A - Jobs at this level are focused on self-development.			
<b>3. Problem Solving and Complexity</b> Problems and issues faced are routine and solutions clearly prescribed. Follows a well- established and familiar set of activities and/or process to derive a solution. Has responsibility for checking data and information for minor changes.			
<b>4. Communication &amp; Influencing Others</b> Communicates with contacts typically within immediate work unit on matters that typically involve obtaining or providing information requiring little explanation or interpretation.			
<b>5. Knowledge and Experience</b> Requires basic knowledge of processes and procedures. Typically requires high school diploma or equivalent and 0-2 years relevant work experience.			

*Optional:* [Click here to access on-the-job development ideas](#). If you are interested in colleague and stakeholder feedback, concerning potential developmental opportunities, consider launching a 360 Feedback Survey. [Click here to watch How-To video](#).