

Job Family Career Development Guide: Administrative and Operational Support Level 2

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
1. Organizational Impact Works to achieve day-to-day objectives with direct impact within the area. Work consists of tasks that are typically routine with some deviation from standard practice. Works under moderate supervision for routine tasks. <i>May seek advice of more senior personnel in the same area.</i>			
2. Leadership and Talent Management <i>May provide guidance and assistance to new or entry level employees.</i>			
3. Problem Solving and Complexity Problems and issues faced are routine, but solutions are frequently not clearly prescribed. <i>May</i> require interpretation of procedures or policies to resolve problems. <i>Checks and</i> makes minor adjustments to work methods to solve problems that are routine and typically exist in current work processes and systems. <i>May be required to</i> highlight areas of concerns/problems and puts forth solutions to supervisor in own work area.			
4. Communication & Influencing Others Communicates with contacts typically within the department or unit on matters that typically involve obtaining or providing information requiring some explanation or interpretation in order to reach agreement.			
5. Knowledge and Experience Requires operational knowledge of systems and procedures. <i>Typically requires</i> high school diploma or equivalent and 3 years relevant work experience. <i>Some job areas may require</i> vocational or technical education in addition to prior 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](#).