

Job Family Career Development Guide: Administrative and Operational Support Level 3

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 rate your experiences and training from his/her perspective. 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 significant impact within the area. Work consists of tasks that are typically not routine. Works independently under limited supervision. <i>May be required to apply discretion within established operational boundaries and procedures. Responsible for assisting and training lower level support employees.</i>			
2. Leadership and Talent Management Responsible for providing guidance, coaching and training to other employees within job area.			
3. Problem Solving and Complexity Problems and issues faced are unclear, and may require some analysis to understand and resolve. <i>Has responsibility for making minor changes in activities and processes to solve problems or improve effectiveness of area. Expected to independently develop solutions to problems for manager review.</i>			
4. Communication & Influencing Others Communicates with contacts typically within and outside the department on matters that typically involve obtaining or providing information on matters of moderate importance to the organization. Explains practices, procedures and policies in order to reach agreement.			
5. Knowledge and Experience Requires broad knowledge of operational systems and practices. <i>Typically requires high school diploma or equivalent and minimum 4 years relevant work experience. Some job areas may require vocational or technical education in addition to prior work experience.</i>			

Optional: [Click here to access on-the-job development ideas](#). If you are interested in understanding how others view your performance at your current level, consider launching a SuccessFactors 360 Feedback Survey. [Click here to watch How-To video.](#)