

Job Family Career Development Guide: Administrative and Operational Support Level 4

The purpose of the Job Family Career Development Guide is to help employees and supervisors quickly identify competencies and skills 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	Experience 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 major impact within the area. Responsible for leading daily operations within an area that has direct impact on departmental results. Responsible for training, delegating and reviewing the work of lower level employees.			
2. Leadership and Talent Management Serve as a team lead. Delegate tasks to other team members and be responsible for the review of work product. Has supervision responsibility for employees while serving as a "working supervisor."			
3. Problem Solving and Complexity Problems and issues faced are unclear, and may require understanding of broader set of issues, but are typically not complex. Problems may span a range of issues or areas. Problems are typically solved through drawing from prior experiences, with analysis of the issue. Has responsibility for making minor changes or enhancements in systems and processes to solve problems or improve effectiveness of level area.			
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 significant importance to the organization. Influences others to accept new concepts, practices and approaches.			
5. Knowledge and Experience Requires advanced knowledge within a specific discipline. 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. Supervisory experience may be expected.			

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](#).