

Employer Expectations



Job Skill Group	Entry Level	Mid Level	High Level
Personal Qualities	Come to work on time Come to work every day Stay at work until the work day is over Come to work sober Do your job Complete work as instructed Don't use illegal drugs Wear clothes appropriate to the job Follow all company rules Don't steal from the company or co-workers Don't bring weapons to work Be helpful Try to please Keep workplace clean and neat	Come to work on time Come to work every day Stay at work until the work day is over Come to work sober Do your job Complete work as instructed Don't use illegal drugs Wear clothes appropriate to the job Follow all company rules Don't steal from the company or co-workers Don't bring weapons to work Be helpful Try to please Keep workplace clean and neat	Come to work on time Come to work every day Stay at work until the work day is over Come to work sober Do your job Complete work as instructed Don't use illegal drugs Wear clothes appropriate to the job Follow all company rules Don't steal from the company or co-workers Don't bring weapons to work Be helpful Try to please Keep workplace clean and neat
Social Skills	Be tactful Use self control Be willing to trust yourself Be willing to trust other people Tell the truth Be willing to risk making a mistake Try to learn from your mistakes Be able to accept criticism Pay attention to cleanliness and personal hygiene Be flexible Be adaptable Take pride in your work Have self-esteem Respect other people's ideas Give constructive criticism Be accepting of people of other races, gender, religions, and nationalities Understand the nature of prejudice Be cooperative Present a neat appearance Maintain a positive attitude	Be tactful Use self control Be willing to trust yourself Be willing to trust other people Tell the truth Be willing to risk making a mistake Try to learn from your mistakes Be able to accept criticism Pay attention to cleanliness and personal hygiene Be flexible Be adaptable Take pride in your work Have self-esteem Respect other people's ideas Give constructive criticism Be accepting of people of other races, gender, religions, and nationalities Understand the nature of prejudice Be cooperative Present a neat appearance Maintain a positive attitude	Be tactful Use self control Be willing to trust yourself Be willing to trust other people Tell the truth Be willing to risk making a mistake Try to learn from your mistakes Be able to accept criticism Pay attention to cleanliness and personal hygiene Be flexible Be adaptable Take pride in your work Have self-esteem Respect other people's ideas Give constructive criticism Be accepting of people of other races, gender, religions, and nationalities Understand the nature of prejudice Be cooperative Present a neat appearance Maintain a positive attitude
Thinking Skills	Know what you are expected to do on your job Know when you are not doing what you are expected to do	Know what you are expected to do on your job Know when you are not doing what you are expected to do Recognize difference in process Know how to solve simple problems Be able to prioritize tasks	Know what you are expected to do on your job Know when you are not doing what you are expected to do Recognize difference in process Know how to solve simple problems Be able to prioritize tasks Be able to anticipate problems and take preventative action Be able to suggest improved ways of doing your job
Listening Skills	Understand the importance of listening in doing your job Follow basic oral instructions involving multiple steps	Understand the importance of listening in doing your job Follow basic oral instructions involving multiple steps	Understand the importance of listening in doing your job Follow basic oral instructions involving multiple steps Interpret complex information
Speaking Skills	Communicate facts	Communicate facts Arrange ideas in a logical sequence Use proper choice of words	Communicate facts Arrange ideas in a logical sequence Use proper choice of words Use oral communication for a variety of purposes: to inform, to persuade, to motivate Be able to translate complex technical information
Reading Skills	Read and fill out a job application form without assistance Read and fully understand simple forms and checklists Read safety instructions Read employee handbook Read your job description	Read and fill out a job application form without assistance Read and fully understand simple forms and checklists Read safety instructions Read employee handbook Read your job description Read and understand dials, switches, and graphs	Read and fill out a job application form without assistance Read and fully understand simple forms and checklists Read safety instructions Read employee handbook Read your job description Read and understand dials, switches, and graphs Read and understand process-related technical information
Written Communication Skills	Fill out a job application form without assistance Fill out simple forms and checklists	Fill out a job application form without assistance Fill out simple forms and checklists Write using proper grammar Record data from dials and gauges Graph data Write instructions	Fill out a job application form without assistance Fill out simple forms and checklists Write using proper grammar Record data from dials and gauges Graph data Write instructions Write process-related technical information
Math Skills	Add and subtract whole numbers Tell time on a non-digital clock Use standard or metric ruler Understand paycheck elements	Add and subtract whole numbers Tell time on a non-digital clock Use standard or metric ruler Understand paycheck elements Add, subtract, multiply and divide fractions and decimals Do metric conversions Understand weight and cube Plot charts and graphs	Add and subtract whole numbers Tell time on a non-digital clock Use standard or metric ruler Understand paycheck elements Add, subtract, multiply and divide fractions and decimals Do metric conversions Understand weight and cube Plot charts and graphs Add, subtract, multiply and divide percentages Convert fractions and decimals to percentages Convert percentages to fractions and decimals
Computer Skills/Knowledge	Accept the computer as a necessary tool in today's workplace	Accept the computer as a necessary tool in today's workplace Follow instructions from a computer screen Use the computer in place of paper forms Input and retrieve information Access and use a variety of computer programs	Accept the computer as a necessary tool in today's workplace Follow instructions from a computer screen Use the computer in place of paper forms Input and retrieve information Access and use a variety of computer programs Analyze and interpret computer information Identify the need for new programs or for adjustments to existing programs Write simple programs Understand the function of and write programs for programmable controllers (PLC's)
Safety and Technical Knowledge	Understand proper safety procedures for process-related equipment and materials	Understand proper safety procedures for process-related equipment and materials Understand hazards of the process Recognize potential safety hazards	Understand proper safety procedures for process-related equipment and materials Understand hazards of the process Recognize potential safety hazards Propose new safety procedures and revisions to existing ones
Leadership Skills	Work as part of a team Provide positive input to the team	Work as part of a team Provide positive input to the team Function as a team leader Influence other people to perform better	Work as part of a team Provide positive input to the team Function as a team leader Influence other people to perform better Facilitate team to work together to accomplish goal/mission/vision Influence positively all people with whom you come in contact

The Workforce Excellence Model and the Employer Expectations Matrix were developed by the Sumter County SC Development Board's Workforce 2000+ Steering Committee. Any use of these materials should include reference to the Committee and the members who were involved in their development.

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