

Department of Recreation, Park & Tourism Administration
Western Illinois University

RPTA 322: Administration of Leisure Services I
Administrative Competency Self-Assessment

For each competency, rate your current knowledge, skills, and abilities (KSAs) and experience level against the KSAs and experience level likely to be expected for a professional, full-time, entry-level administrative or management position in leisure services.

Professional Competencies	Skill, Knowledge & Ability				Experience		
	Excellent	Good	Fair	Poor	A lot	Some	None
1. Understand financial processes (e.g., purchasing, budgeting)							
2. Develop, monitor, and stay within a budget.							
3. Possess knowledge of management principles.							
4. Demonstrate basic knowledge of laws and legal matters affecting the field.							
5. Understand professionally relevant technology (e.g., computers and computer software like spreadsheets, databases, project management, graphic design; and other equipment) and how to use it.							
6. Clearly communicate with staff, customers, and the public.							
7. Possess effective written, oral, and visual communication skills.							
8. Listen effectively to staff and customers.							
9. Implement marketing techniques.							
10. Communicate the organization's values, vision, and mission.							

Professional Competencies	Skill, Knowledge & Ability				Experience		
	Excellent	Good	Fair	Poor	A lot	Some	None
11. Know the community and its needs.							
12. Understand customer-oriented service practices.							
13. Have the ability to deal with the public (not limited to customers).							
14. Develop partnerships with other organizations.							
15. Work with boards and/or elected officials (not limited to your organization's board and/or elected officials).							
16. Be creative and innovative.							
17. Be flexible.							
18. Have patience.							
19. Be enthusiastic and have a positive attitude.							
20. Be open-minded.							
21. Deal with personality conflicts.							
22. Understand the concept of criticism and be able both to accept and give constructive criticism.							
23. Take initiative without being asked.							
24. Anticipate problems or difficulties and develop solutions.							
25. Use effective problem-solving and conflict-resolution skills.							
26. Make ethical decisions.							
27. Understand the hiring process.							

Professional Competencies	Skill, Knowledge & Ability				Experience		
	Excellent	Good	Fair	Poor	A lot	Some	None
28. Supervise, discipline, and evaluate a diverse staff.							
29. Motivate employees.							
30. Have leadership skills and abilities.							
31. Be able to work in a team.							
32. Use effective organizational skills.							
33. Prioritize and manage multiple tasks so all have satisfactory outcomes.							
34. Demonstrate effective time-management skills.							
35. Conduct program evaluations.							
36. Schedule programs, leagues, and staff.							
37. Network within and outside the profession.							
38. Identify relevant stakeholders in program, agency, and community decision-making.							
39. Participate in policy formation, evaluation, and revision.							
40. Provide input on strategic, master, recreation, marketing, and technology plans.							
41. Conduct research and evaluation as part of agency and community decision-making (different from program performance evaluation).							
42. Conduct needs assessments.							