



# Employer Expectations

The Pacific Mountain Workforce Development Council (PMWDC) completed a soft skills survey with employers in the five-county area (Grays Harbor, Lewis, Mason, Pacific and Thurston) on January 2003. The survey goal was to ensure that job applicants have the skills employers are seeking.

The following soft skills have been identified by employers as essential skills needed to obtain and maintain a job.

<b>Expectation</b>	<b>Definition</b>
<b><i>Dependability</i></b>	Being able to depend on and trust that you do what you say you will do.
<b><i>Ethical Behavior</i></b>	Accepts the standard of behavior set for the organization (honesty, respectful attitude, etc.).
<b><i>Work Ethic</i></b>	Shows respect for the resources of the employer and customers (including time you are paid, level of productivity, property of others).
<b><i>Punctuality</i></b>	On time, ready to work, work the full scheduled time.
<b><i>Job Commitment</i></b>	Recognizes the need to complete a job that was started and provide follow through to completion.
<b><i>Customer Service</i></b>	Friendly, respectful, helpful to others.
<b><i>Teamwork</i></b>	Ability to work in a group to accomplish a task. Aware of how their actions affect others.
<b><i>Accountability</i></b>	Recognizes consequences of actions and accepts personal responsibility. Does not put the blame on others or circumstances.
<b><i>Confidentiality</i></b>	Ability to handle workplace sensitive information.
<b><i>Positive Attitude</i></b>	Willingness to learn. Listens and takes direction. Accepts constructive criticism. Makes the best of a situation.
<b><i>Works Independently</i></b>	Works well unsupervised. When given direction, the employee shows the ability to complete tasks.
<b><i>Interpersonal Skills</i></b>	Respectful, considerate of others, listens, comfortable to be around.
<b><i>Understands Expectations</i></b>	Knows and accepts what is expected of his/her participation.
<b><i>Initiative</i></b>	Takes on tasks without being asked. Looks for opportunities and takes them.
<b><i>Appropriate Appearance/Hygiene</i></b>	Good personal grooming. Has a clean presentation. No perfume or aftershave.
<b><i>Communication Skills</i></b>	Appropriate language usage, good listener, asks questions when needed.
<b><i>Flexibility</i></b>	Ability to adapt to make something work.
<b><i>Personal Issue Management</i></b>	Personal issues don't interfere with employer's expectations..
<b><i>Problem Solving</i></b>	Ability to look at issues, personal and otherwise, and identify possible solutions.
<b><i>Workplace Etiquette</i></b>	Acceptable levels of being polite.

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