



Guide to Using The 16pf Competency Model for Recruiting Specific Job Roles

Job Role	INTELLECTUAL					DRIVE AND RESILIENCE							INTERPERSONAL							
	Analytical Problem Solving	Innovation	Strategic Vision	Commercial Awareness	Clear Written Communication	Technological Orientation	Drive for Excellent Results	Customer Focus	Continuous Learning	Coping with Pressure	Initiative	Flexibility	Decision-Making	Planning and Organizing	Reliability	Cooperative Teamwork	Influencing	Clear Oral Communication	Management of Others	Integrity and Respect for Others
Clerical /Administrative Worker							✓				✓		✓	✓		✓				✓
Computer User Support Specialist	✓			✓			✓		✓					✓		✓		✓		✓
Custodial /Housekeeping							✓		✓	✓			✓	✓						✓
Customer Service Representative							✓		✓		✓		✓	✓		✓		✓		✓
Food Services							✓		✓	✓	✓			✓		✓				✓
Human Resources Manager							✓		✓	✓				✓			✓		✓	✓
Leadership			✓	✓		✓			✓			✓					✓		✓	✓
Marketing Manager		✓		✓		✓			✓	✓	✓		✓	✓			✓			
Medical Assistant							✓		✓				✓	✓		✓				✓
Nurses						✓	✓		✓	✓	✓			✓		✓				
Salesperson							✓		✓	✓	✓			✓		✓	✓			
Skilled Trades	✓						✓		✓	✓			✓	✓		✓	✓			✓
Supervisor				✓		✓	✓		✓	✓			✓	✓		✓	✓		✓	✓
Telephone Sales Representative						✓			✓					✓			✓	✓		✓

