

Core Characteristics

Within the context of our mission, we have identified and adopted five core characteristics. These are critical for individual and organizational success as they help build a shared vision which manifests itself in concrete, powerful everyday actions and interactions. These core characteristics are also part of our recruiting, selection and performance management processes. They are:

Team Player:

Initiates activities, fosters and sustains an environment of working together to accomplish the vision and mission of the Staff of the Non-Public Funds, Canadian Forces and to achieve common goals, roles and responsibilities. Listens to others and collects and shares information according to others needs.

Customer Focus:

Always seeks ways to exceed customer expectations by being enthusiastic and treating each one as the most important part of your job and by going out of your way to provide them with satisfaction. Deals with customers in an attentive, respectful, friendly, courteous, caring and cooperative manner. Our customers come first because our service is our product and we serve those who serve.

Positive Attitude:

Customers are treated with courtesy, understanding and concern. Deals decisively, confidently and optimistically with all problems as if they were challenges and opportunities to make a real difference. Facing challenges are an opportunity to learn and become the best.

Excellence:

Shows pride in setting a high standard of achievement and strives to attain a zero error rate. Believes that all tasks are important and must be carried out in an exemplary manner because the success of the team is dependent on it. Just being satisfactory is never sufficient or acceptable - our goal is being the best.

Competence:

Projects professionalism by having and applying knowledge, experience, skills and abilities effectively and efficiently. Maintains focus on required results and works proactively to maximize results within given timeframes and resources.