



## Professional Standards and Values

At North Central Regional Transportation District, we offer services as a team of respectful, qualified professionals. Our customers come first. They are our neighbors.

**Our Mission:** is to provide safe, secure and effective public transportation within north central New Mexico in order to enhance the quality of life of our citizens by providing mobility options and to spur economic development throughout the region.

### We Value Professional Excellence

**N**eighborly  
**C**ommunication  
**R**espectful  
**T**rustworthy  
**D**edicated

To accomplish our mission while living our values, we believe that the following **Professional Standards** are crucial for you to embody if we are going to be a match as employer and employee.

In addition to being competent in the responsibilities outlined in your job description, you have an important professional role to play in NCRTD. To fill that role, all employees are expected to practice the following attitudes and behaviors while at work.

- ✓ Remain a professional, balanced, respectful, problem-solver, even under stress or when out of your comfort zone.
- ✓ Demonstrate trustworthy behavior and speech (personal integrity and professional competence, do what you say you will do, be dependable, be accountable, act as a contributing member of our professional team).
- ✓ Show respect for coworkers and customers (be attentive, recognize others' contributions and concerns, maintain the dignity of all people, empathize, honor differences, build rapport when possible and forgiveness where necessary).
- ✓ Keep a positive, "can do" attitude toward tasks, coworkers, management and customers.
- ✓ Communicate coherently (listen to understand, speak to be understood, no blaming, ask questions).
- ✓ Demonstrate flexibility in the face of changes and new ideas (understand why changes are being made, ask questions about them when necessary, give them a chance and offer feedback where appropriate).
- ✓ Be a steward (1) of our organization's resources (avoid waste, suggest cost saving ideas, take care of things by keeping them clean and the area safe); and (2) of your personal career (identify one or two areas of growth, learning or certification to pursue every year).



## **NCRTD Professional Standards in Action**

- 1. Remain a professional, balanced problem-solver, even under stress or out of your comfort zone.**
  - Maintain professional body language and tone of voice.
  - Talk with coworkers about options to solve a problem and help the group decide an action.
  - Ask for input from the parties involved about possible solutions.
  - Refrain from under-the-breath comments.
  - Wear attire appropriate to the job and practice good hygiene.
  - Act independently and perform work directives.
- 2. Demonstrate trustworthy behavior and speech (personal integrity and professional competence, do what you say you will do, be dependable, be accountable, act as a contributing member of our professional team).**
  - Refrain from gossip or talking ill of a person.
  - Come to work on time, rested and prepared.
  - Be free of substances that may affect our performance.
  - Follow through when agreeing to do something.
- 3. Show respect for coworkers and customers (be attentive, recognize others' contributions and concerns, maintain the dignity of all people, empathize, honor differences, build rapport when possible and forgiveness where necessary).**
  - Body language that is alert, attentive and interested.
  - Have the right tone and volume of when speaking.
  - Compliment a coworker.
  - Respect the diversity of our coworkers and customers.
  - Refuse to participate in off-color jokes.
  - Anticipate needs of customers. Once a day, take a few minutes to do something special for a customer.
  - 10-5 Habit when appropriate.
- 4. Keep a positive, "can do" attitude toward tasks, coworkers, management and customers.**
  - Interested facial expression.
  - Refrain from saying what we "can't do," but always saying what we "can do."
  - Replace negative things I'm saying to myself about my job or people with whom I work with positive alternatives.
- 5. Communicate coherently (listen to understand, speak to be understood, no blaming, ask questions).**
  - Be aware of how what I say and how I say it could be interpreted.
  - Connect and close well with customers time after time.
  - Know what to say when something goes wrong with customers (service recovery).
  - Be "present" with coworkers and customers.
  - Take time to listen to understand what a customer or coworker is actually saying.
  - Keep confidences.
- 6. Demonstrate flexibility in the face of changes and new ideas (understand why changes are being made, ask questions about them when necessary, give them a chance and offer feedback where appropriate).**
  - Be a good listener and learner.
  - Take notes.
  - Ask appropriate, clarifying questions.
  - Possess flexibility
  - Give the change time.

- 7. Be a steward (1) of our organization's resources (avoid waste, suggest cost saving ideas, take care of things by keeping them clean and the area safe); and (2) of your personal career (identify one or two areas of growth, learning or certification to pursue every year).**
- Take responsibility for a clean, safe environment.
  - Use resources and equipment frugally and wisely.
  - Perform all inspections.
  - Respect coworkers' personal property.
  - Submit one or two ideas for improvement of the workplace or processes per year.
  - Take training seriously.