

Our Competencies

All Employees

Trust, Integrity, Ethics and Values

Customer Focus

Results Oriented

- Decision Quality
- Learning on the Fly
- Action Oriented
- Perseverance
- Drive for Results

Communication Skills

- Listening
- Patience

Functional and Technical Skills

Team Player

- Peer Relationship

Efficient and Effective

Managing Personal Performance

- Self Development
- Self Knowledge

Supervisors & Senior Staff

Leading Others

- Informing
- Developing Direct Reports
- Directing Others
- Appreciating Diversity
- Managing & Measuring Work

Team Builders

- Building Effective Teams
- Motivating Others

Coaching Direct Reports

- Providing Feedback
- Mentoring Employees
- Confronting Direct Reports
- Conflict Management

Planning and Organizing

- Process Management

Priority Setting

- Timely Decision Making

Delegation

Composure

Written Communication Skills

Managers, Department Directors & GM

Managing Vision & Purpose

- Strategic Agility
- Business Acumen

Organizational Savvy

- Organizational Agility
- Negotiating

Hiring and Developing Staff

- Identifying Talented People
- Maximizing Staff's Strengths

Presentation Skills

- Process Management

Principles for Success at Helix Water District

"Where employees make the difference"



Helix Water District

Setting standards of excellence in public service

Our Vision

Setting standards of excellence in public service.

Our Mission

Helix Water District is a progressive industry leader, providing high quality water through an efficient and reliable system. Our innovative and dedicated employees and board members maximize human and technological resources, providing superior service to our customers.

Our Commitments

To Our Customers and Community:

- We provide service at the best value.
- We develop employees committed to providing service in a courteous, efficient, and professional manner.
- We operate on a sound financial basis.
- We consider the environmental impact of any District action.
- We abide by all applicable laws and regulations.
- We provide timely information to the community on water issues.
- We listen and respond to the public.
- We invest in water research and development.

To Our Employees:

- We foster an atmosphere of team spirit and open communication.
- We provide a positive environment that encourages personal and professional growth.
- We promote qualified personnel from within the organization whenever possible.
- We value the safety of all employees.
- We provide compensation that is equitable and competitive.
- We encourage pride in our standards of excellence regarding quality of service.

Our Values

Honesty, Trust and Integrity

Honesty, trust and integrity are the cornerstone of everything we do. We believe that organizational integrity is the result of individual integrity.

Commitment to Our Employees

We value each employee's unique contribution to the success of the District. We support our employees through training, development, and recognition of their strengths and individual talents.

Customer Service

We value excellent service and those who provide it by listening, anticipating, adapting, and responding to our internal and external customer needs.

Teamwork

We recognize the power of teamwork. We are committed to helping each other in the spirit of cooperation to be the best.

Responsibility and Accountability

We are responsible for accomplishing the vision and mission of the District and are accountable to ourselves and each other.

Open Communication

We value two-way communication that is timely, open, and honest. We support an environment where people express ideas, listen with respect, and provide and receive constructive feedback.

Continuous Improvement

We are committed to continuous improvement. Creativity, innovation, and growth assure a dynamic future. We challenge ourselves to improve personally, professionally, and organizationally.

Leadership

We value leadership demonstrated by employees who, by example, set standards, inspire coworkers, and serve as role models in supporting the vision and mission of the District.

Cost-Effective Quality

We achieve excellence through programs that emphasize cost-effective quality.