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| **Skills – What must they do?** | **Proficiency - How well must they do it?** | **Who – who is responsible for training/mentoring the new hire on acquiring the skill?** | **Evaluation – How will you know that the new hire has gained proficiency?**  |
| Example: Troubleshoot a tier 1 support request, answer question accurately using customer service protocol, and within 48 hour SLA.  | 95 % accuracy; 100% within SLA. | Support coordinator.  | Audit 25 tickets at 30 days.  |
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