

## General Frontline CS Competency Matrix

	<b>Beginner (After Initial Onboarding)</b>	<b>Practitioner</b>	<b>Advanced</b>	<b>Expert – Senior Candidate</b>	<b>Master – Senior Territory</b>
<b>Frontline Workflows/Voume</b>	Basic understanding of tools and general workflows. Low volume.	Thorough understanding of tools and workflows. Medium volume.	Advanced understanding. Answers new hire/peer questions. High volume.	Knowledge resource for teammates. Very high volume.	Mentor. Volumes decrease while coaching others.
<b>Frontline Quality</b>	Displays empathy/patience.	Uses company voice. Volumes don't affect quality.	Goes the extra mile. Advises on best practices.	Builds meaningful relationships with customers.	Reviews other teammates and gives constructive feedback.
<b>Product/Technical Knowledge</b>	Basic understanding of product and technical concepts.	Thorough understanding of product and technical concepts.	Advanced understanding. Deals with more difficult technical issues.	On top of all updates/changes. No longer needs to hand off difficult issues.	Escalation point for difficult issues.
<b>Tracking Feedback</b>	Understands how to track/categorise issues.	Consistently/correctly tags/categorises issues.	Sees bigger picture and spots trends in issues/behaviour.	Identifies root causes and recognises point person for solution.	Works with other teams to identify/implement solutions to confusions/issues.
<b>Leadership</b>	Positive, inclusive and constructive attitude.	Self awareness. Understanding importance of constructive feedback.	Provides constructive feedback. Influences others with actions and words.	Works with managers to give and receive constructive feedback across the company.	Leads onboarding and involved in hiring process.
<b>1:1s</b>	Attends and discusses topics raised by manager.	Actively participates and brings questions.	Leads 1:1s prepared with questions.	Leads 1:1s prepared with questions and POAs.	Leads 1:1s and sets out objectives for career progression.
<b>Team Meetings/Standups</b>	Attends and listens carefully.	Asks thoughtful questions.	Raises discussion points and answers questions.	Relied upon to present topics.	Relied upon to lead meeting effectively.
<b>Extra Projects</b>	None	None	Takes on smaller project with no effect on regular volumes	Takes on multiple projects with no effect on regular volumes	Coordinates larger projects and reduces daily volumes
					<b>Senior</b>