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| **Competency/Skill Area** | **Exceptional**  **5** | **Highly Effective**  **4** | **Effective**  **3** | **Needs Improvement**  **2** | **Unsatisfactory**  **1** |
| **JOB KNOWLEDGE**: has technical knowledge, understands, and executes all duties and assignments of job title | Consistently exceeds expectations regarding knowledge and ability to execute all duties of the job title, anticipates needs, may offer to train others, and serves as a role model for others | Consistently demonstrates above average knowledge and ability to execute all duties of the job title | Meets expectations regarding knowledge and ability to execute all duties of the job title | Inconsistently meets expectations regarding knowledge and ability to execute all duties of the job title | Is unable to meet expectations regarding knowledge and ability to perform all aspects of the position |
| **QUALITY OF WORK**: work completeness, accuracy, and understanding of directions, procedures, and policies; maintenance of an organized work environment | Consistently exceeds expectations regarding work completion, understanding directions, procedures and policies, maintenance of work environment; serves as a role model for others | Consistently demonstrates above average skills regarding work completion, understanding directions, procedures and policies, maintenance of work environment | Meets expectations regarding work completion, understanding directions, procedures and policies, maintenance of work environment | Inconsistently meets expectations regarding work completion, understanding directions, procedures and policies, maintenance of work environment | Is unable to meet expectations regarding work completion, understanding directions, procedures and policies, maintenance of work environment |
| **COLLABORATION**: works collaboratively with peers, supervisors and the public; responds to inquiries promptly and tactfully in a professional manner | Consistently exceeds expectations regarding collaborating with peers, supervisors, and the public in prompt, tactful, and professional responses; is a model of customer service for others | Consistently demonstrates above average skills regarding collaborating with peers, supervisors, and the public in prompt, tactful, and professional responses | Meets expectations regarding collaborating with peers, supervisors, and the public in prompt, tactful, and professional responses | Inconsistently meets expectations regarding collaborating with peers, supervisors, and the public in prompt, tactful, and professional responses | Is unable to meet expectations regarding collaborating with peers, supervisors, and the public in prompt, tactful, and professional responses |
| **PROFESSIONALISM**: ability to set goals and priorities; is professional in approach to the position; shows initiative, accepts suggestions, directions, and constructive feedback; understands and responds to needs and requirements of others. | Consistently exceeds expectations regarding goal setting, showing initiative, accepting suggestions, directions, constructive feedback, and responding to the needs of others; serves as a role model for others | Consistently demonstrates above average skills regarding goal setting, showing initiative, accepting suggestions, directions, constructive feedback, and responding to the needs of others | Meets expectations regarding goal setting, showing initiative, accepting suggestions, directions, constructive feedback, and responding to the needs of others | Inconsistently meets expectations regarding goal setting, showing initiative, accepting suggestions, directions, constructive feedback, and responding to the needs of others | Is unable to meet expectations regarding goal setting, showing initiative, accepting suggestions, directions, constructive feedback, and responding to the needs of others |
| **Competency/Skill Area** | **Exceptional**  **5** | **Highly Effective**  **4** | **Effective**  **3** | **Needs Improvement**  **2** | **Unsatisfactory**  **1** |
| **JUDGMENT**: demonstrates thoughtful decision-making; resourceful; anticipates needs; manages time well; maintains confidentiality. | Consistently exceeds expectations regarding decision-making, resourcefulness, anticipating needs, managing time, and maintaining confidentiality. Serves as a role model for others | Consistently demonstrates above average skills regarding decision-making, resourcefulness, anticipating needs, managing time, and maintaining confidentiality | Meets expectations regarding decision-making, resourcefulness, anticipating needs, managing time, and maintaining confidentiality | Inconsistently meets expectations regarding decision-making, resourcefulness, anticipating needs, managing time, and maintaining confidentiality | Is unable to meet expectations regarding decision-making, resourcefulness, anticipating needs, managing time, and maintaining confidentiality |
| **PROFESSIONAL GROWTH**: demonstrates flexibility, openness to new technology and procedures; participates in Professional Development when available | Consistently exceeds expectations regarding flexibility, openness to technology and procedures. Takes advantage of Professional Development opportunities. Serves as a role model for others | Consistently demonstrates above average skills regarding flexibility, openness to technology and procedures. Takes advantage of Professional Development opportunities | Consistently meets expectations regarding flexibility, openness to technology and procedures. Takes advantage of Professional Development opportunities | Inconsistently meets expectations regarding flexibility, openness to technology and procedures. Does not take advantage of Professional Development opportunities | Is unable to meet expectations regarding flexibility, openness to technology and procedures. Does not take advantage of Professional Development opportunities |
| **DEMEANOR**: has an even disposition; approachable, keeps calm under stress; accepts criticism; diplomatic and tactful; listening skills; self-motivated | Consistently exceeds expectations regarding disposition, approachability, maintaining calm, accepting criticism, diplomacy, listening, and remaining motivated. Serves as a role model for others | Consistently demonstrates above average skills regarding disposition, approachability, maintaining calm, accepting criticism, diplomacy, listening, and remaining motivated | Meets expectations regarding disposition, approachability, maintaining calm, accepting criticism, diplomacy, listening, and remaining motivated. | Inconsistently meets expectations regarding disposition, approachability, maintaining calm, accepting criticism, diplomacy, listening, and remaining motivated. | Is unable to meet expectations regarding disposition, approachability, maintaining calm, accepting criticism, diplomacy, listening, and remaining motivated. |
| **ATTENDANCE**: maintains good attendance, punctual. | Serves as a model for others with attendance and punctuality | Demonstrates above average attendance and punctuality | Meets expectations regarding attendance and punctuality | Inconsistent in meeting expectations regarding attendance and punctuality | Is unable to meet expectations regarding attendance and punctuality |