

## **OUTSTANDING – Rating 5**

An employee at this level **consistently** meets expectations for a specific responsibility as defined under the “Exceeding Expectations” performance and significantly exceeds expectations for goals/objectives and job performance factors. A performance at this level is clearly unique and the employee has given extraordinary effort or excelled due to effort, expertise, and sacrifice.

- *Consistently* completes tasks in his/her job description in an outstanding way.
- *Consistently* demonstrates levels of effort, quality of work under stress or tight deadlines, initiative, innovation, advocacy, and leadership that goes significantly beyond his/her job description.
- *Consistently* demonstrates levels of skill and knowledge that surpass his/her job description requirements relative to that responsibility.

**The following are additional examples of, but are not limited to criteria that can be utilized. It will be left up to the supervisor as they work with each employee in determining the additional criteria to be used in measuring the individual's work performance.**

- Consistently demonstrates a consistent willingness to accept extra work.
- Consistently helps with annual events, i.e. graduation, student events, etc.
- Consistently proposes new services or improved ways of performing functions within the department.
- Consistently receives accolades from internal and external customers or co-workers for excellent work.
- Consistently attends job related professional development activities that are directly related to the job function and demonstrates how the PD activity is of benefit to both the employee and the department.
- Consistently shows the ability to communicate clearly and foster communication by continuously engaging in the exchange of information and continuously encourages this activity in supervised staff.
- Is consistently viewed during the year as an “exceptional performer” and/or leader by co-workers, customers, and supervisors.
- In team assignments, consistently takes a leadership role to facilitate overall team productivity and achieved outstanding results well beyond those expected.

### **EXCEEDING EXPECTATIONS – Rating 4**

An employee at this level consistently meets expectations for a specific responsibility as defined under the “*Meeting Expectations*” performance and **frequently** exceeds expectations for goals/objectives and job performance factors. A performance at this level is clearly above average and the employee has given extraordinary effort or excelled due to contributions that exceed the criteria for quality, quantity and timeliness of work resulting in achievements beyond those expected for the position.

The following are examples of, but are not limited to criteria that can be utilized. ***It will be left up to the supervisor to determine the type of criteria to be used in measuring the individual’s work performance.***

- Demonstrates a willingness to accept extra work.
- Proposes new services or improved ways of performing functions within their departments.
- Receives accolades from internal and external customers or co-workers for excellent work.
- Completes tasks outside his/her job description in an outstanding way.
- Attends job related professional development activities that are directly related to the job function and demonstrates how the PD activity is of benefit to both the employee and the department.
- Shows the ability to communicate clearly and foster communication by engaging in the exchange of information and encourages this activity in supervised staff.
- Demonstrates levels of effort, quality of work under stress or tight deadlines, initiative, innovation, advocacy, and leadership that go beyond his/her job description.
- Demonstrates types or levels of skill and knowledge that surpassed his/her job description requirements relative to that responsibility.
- Is viewed during the year as an “exceptional performer” and/or leader by co-workers, customers, and supervisors.
- In team assignments, takes a leadership role to facilitate overall team productivity.

### **MEETING EXPECTATIONS – Rating 3**

An employee at this level consistently meets expectations for goals/objectives and job performance factors. Performance at this level is fully satisfactory. **May exceed expectations in some areas and require improvement in others, but on balance, the work meets expectations.**

The following are examples of, but are not limited to criteria that can be utilized. ***It will be left up to the supervisor to determine the type of criteria to be used in measuring the individual's work performance.***

- Meets all commitments to complete work by an agreed-upon date or brings his/her difficulties in honoring a commitment to the supervisor in a timely way that allows for alternative plans to be developed.
- Works hard, stays focused on tasks, produces a quantity and quality of work that meets expectations.
- Completes all responsibilities with a thoroughness and accuracy commensurate with what would be expected of someone in his/her job grade and/or referenced in his/her job description.
- Demonstrates the degree of initiative called for by the job description.
- Identifies existing problems, anticipates potential problems, and/or solves problems to the extent called for by the job description and/or expected of someone in his/her job grade.
- Demonstrates an ability to learn from mistakes when mastering new skills or knowledge.
- Makes appropriate judgments about the scope and nature of tasks he/she is to perform.
- Is a good listener; provides appropriate information to others, and assists others with projects when asked.

## **BELOW EXPECTATIONS – Rating 2**

An employee at this level **fails to meet some significant job expectations**. Improvement is required to fully meet the expectations of the position. While certain job duties are performed capably, performance at this level requires additional monitoring. If performance does not improve, disciplinary action (up to and including termination) may be taken.

The following are examples of, but are not limited to criteria that can be utilized. ***It will be left up to the supervisor to determine the type of criteria to be used in measuring the individual's work performance.***

- Requires ongoing supervisory monitoring, consultation, and modification to implement goals and priorities in a timely and/or effective manner.
- Misuses telephone and/or computer resources.
- Wastes materials, damages equipment or property.
- Is unwilling to respond to crises, obstacles, and/or changes in program direction.
- Work is generally completed, however there are often inaccuracies requiring correction.
- Priorities as established by supervisor are not adhered to (time management).
- Challenges authority of Supervisor.
- Lacks initiative to complete tasks that may require urgent attention.
- Abuses Leave Policies.

### **FAILS TO MEET EXPECTATIONS – Rating 1**

An employee at this level **clearly and consistently fails to meet all or most significant job expectations. The employee shows an unwillingness to improve.** When performance is at this level, disciplinary action will be taken.

The following are examples of, but are not limited to criteria that can be utilized. ***It will be left up to the supervisor to determine the type of criteria to be used in measuring the individual's work performance.***

- Insubordinate.
- Negligent in carrying out responsibilities.
- Regularly wastes materials, damages equipment or property.
- Consistently absent, tardy, or sleeps on the job; knowingly fails to report an absence.
- Consistently unwilling to respond to crises, obstacles, and/or changes in program direction.
- Requires substantial supervisory monitoring, consultation, and modification to implement goals and priorities in a timely and/or effective manner.
- Regularly misuses telephone and/or computer resources.