

<b>EMPLOYEE PERFORMANCE EVALUATION FORM</b>		
<b>PART I – RATED EMPLOYEE IDENTIFICATION</b>		
Name ( <i>Last, First, MI</i> ) <b>Doe, Jane F.</b>	Employee I.D. Number	Institution
Position Title <b>Administrative Support Supervisor</b>	Grade <b>C113</b>	Position Number
<b>PART II – RATER EMPLOYEE IDENTIFICATION</b>		
Name of Rater ( <i>Last, First, MI</i> ) <b>Fanbelt, Lester T.</b>	Telephone Number	Position Title
<b>PART III – REVIEWING OFFICIAL EMPLOYEE IDENTIFICATION</b>		
Name of Reviewing Official ( <i>Last, First, MI</i> ) <b>Smith, Merrill J.</b>	Telephone Number	Position Title
<b>PART IV – PERFORMANCE STANDARDS</b>		
<b>Duty Area:</b> <b>Responsiveness to Clients</b>	<b>Relative Importance:</b> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/>	
<b>Standards:</b> Answers phone in a polite, courteous manner before the third ring and always uses the appropriate institutional greeting. Transfers callers to the correct extension, or takes messages accurately with time, date, and return phone number and then delivers messages promptly. Greets visitors promptly and professionally, listening carefully to determine their needs and direct them to the appropriate staff member. Answers immediately all questions from clients that are within the employee's knowledge, and researches/refers more complex issues in a timely fashion. Responds to phone and email inquiries and requests for information within 24 hours. Demonstrates a commitment to excellent customer service that is monitored through supervisor observation and feedback solicited from coworkers and clients.		
<b>Results:</b> Ms. Doe's performance in this duty area makes her an asset to this institution. To external clientele, she is the "face" of the Division of Agriculture. She answers the phones appropriately in a courteous and patient manner, takes messages accurately, and delivers messages promptly. She greets visitors promptly and graciously, always exhibiting a professional demeanor. She generally is able to provide assistance in the absence of non-classified staff. During this reporting period on five separate occasions she has received complimentary remarks about her professionalism and helpful customer service from both internal and external clients.		
<b>Comments/Justification (required for rating other than satisfactory):</b> As stated in the results, Ms. Doe warrants an above average rating in this duty area as she exhibits the professional, courteous, customer service attitude that is needed by this organization. Her genuinely friendly demeanor and her willingness to help both internal and external clients are evidence of her commitment to excellence. During this rating period, five emails commenting on the outstanding quality of her work were sent to her supervisor and, therefore, I believe an Above Average rating is warranted.		
Exceeds Standard <input type="checkbox"/> Above Average <input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>		
<b>Duty Area:</b> <b>Document/File Preparation and Maintenance</b>	<b>Relative Importance:</b> A <input type="checkbox"/> B <input checked="" type="checkbox"/> C <input type="checkbox"/>	
<b>Standards:</b> Drafts correspondence according to supervisor's instructions or standard office format with no more than 3 typos or grammatical errors. Creates documents 97% of the time that are clear, appropriate to the subject matter and purpose, and exhibit use of correct grammar, spelling, and punctuation. Composes, compiles, edits, and prints various reports, narratives, newsletters, and training materials from rough draft or recording devices with no more than 3% error. Researches and verifies data on various records, taking corrective action to assure that they are 100% error-free. Files all paperwork properly within the week it is received.		
<b>Results:</b> A random sampling of her work indicates that Ms. Doe has created documents during this rating period which were generally without error. Of the occasional errors noted (less than three percent), most were grammatical errors. Ms. Doe files paperwork in an accurate manner; however, on two noted occasions, paperwork was not filed within the desired weekly time frame.		
<b>Comments/Justification (required for rating other than satisfactory):</b>		
Exceeds Standard <input type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input checked="" type="checkbox"/> Unsatisfactory <input type="checkbox"/>		

<b>Duty Area:</b> <b>Problem Solving/Decision Making</b>	<b>Relative Importance:</b> A <input type="checkbox"/> B <input checked="" type="checkbox"/> C <input type="checkbox"/>
<b>Standards:</b> Takes the initiative to collect and analyze the information necessary to do a task. Considers implications and consequences within and outside the department when choosing options. Evaluates situations and applies a logical and systematic approach to resolution. Anticipates problems and voluntarily takes corrective action. Offers creative solutions. Acts decisively and in a timely manner to meet deadlines.	
<b>Results:</b> Ms. Doe is improving in this area as evidenced through supervisor observation but has not yet fully honed her problem solving and decision-making skills. Ms. Doe should continue to analyze situations from all perspectives and then should consider the implications and consequences of each option before taking action.	
<b>Comments/Justification (required for rating other than satisfactory):</b>	
Exceeds Standard <input type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input checked="" type="checkbox"/> Unsatisfactory <input type="checkbox"/>	
<b>Duty Area:</b> <b>Office Management</b>	<b>Relative Importance:</b> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/>
<b>Standards:</b> Prepares and accurately maintains itineraries, schedules of events, calendars, and suspense files to remind supervisor of upcoming deadlines at least five days in advance. Prepares travel forms and expense reimbursement requests immediately and in accordance with supervisor directions and institution policy. Maintains inventory control of office supplies and reconciliation of orders versus deliveries so that at least a two week supply is maintained at all times. Maintains up-to-date departmental budgets and account balances at all times. Weeds files on a monthly basis and annually destroys inactive files according to established departmental, state, or federal retention schedules.	
<b>Results:</b> Ms. Doe gives close attention to office operations and accurately maintains assigned itineraries, schedules of events, and calendars. She regularly monitors supply levels to make sure that the inventory is always adequate. She effectively maintains the office budget, reconciling appropriately and making deposits on a daily basis. She completes travel requests and expense reimbursements in accordance with established procedures and in an accurate and timely fashion. Ms. Doe's knowledge of Extension office policies and procedures facilitates the smooth running of the office.	
<b>Comments/Justification (required for rating other than satisfactory):</b>	
Exceeds Standard <input type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input checked="" type="checkbox"/> Unsatisfactory <input type="checkbox"/>	
<b>Duty Area:</b> <b>Self Management</b>	<b>Relative Importance:</b> A <input type="checkbox"/> B <input checked="" type="checkbox"/> C <input type="checkbox"/>
<b>Standards:</b> Uses time and resources constructively so that all tasks are completed by deadline. Follows instructions and asks for clarification before beginning the task when instructions are unclear. Organizes and prioritizes work so that assignments are completed as expected within the indicated time frame. Maintains focus on work and deals appropriately with interruptions without allowing them to interfere. Maintains a consistently pleasant and professional attitude toward supervisor and coworkers. Does not abuse leave, attendance, or other institutional policies. Demonstrates the flexibility and adaptability to understand and adopt necessary changes to established practice. Demonstrates honesty, admits error when it occurs, and remains receptive to constructive criticism at all times. Ensures that the security of confidential information is never compromised. Builds trust and credibility by demonstrating reliability and consistency. Recognizes and respects the differences in people with no documented complaints. Supports the Division's non-discrimination objectives as observed by supervisor.	
<b>Results:</b> Ms. Does always follows instructions, generally needs no clarification, and continues to use her time and resources effectively so that she completes assigned tasks by deadlines as demonstrated through a random review of her work submitted during this review period. Ms. Doe arrives promptly on time each work day and follows applicable institutional policies. She can be depended upon to exhibit professionalism in carrying out her duties. Her supervisor has observed that she is quick to admit when she has made an error and patient when others make mistakes. Ms. Doe is reliable in handling routine matters and handles sensitive and confidential matters appropriately. Through observations by her supervisor, it is evident that Ms. Doe is very respectful when interacting with diverse coworkers and clientele on the phone and face-to-face. No complaints have been made by coworkers or clientele regarding her attitude or treatment of others. She is well-liked and respected for her fairness and lack of bias.	
<b>Comments/Justification (required for rating other than satisfactory):</b>	
Exceeds Standard <input type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input checked="" type="checkbox"/> Unsatisfactory <input type="checkbox"/>	

<b>Duty Area:</b> <p style="text-align: center;"><b>Teamwork</b></p>	<b>Relative Importance:</b> A <input type="checkbox"/> B <input checked="" type="checkbox"/> C <input type="checkbox"/>
<b>Standards:</b> Supports and works closely with supervisor and coworkers to implement decisions which benefit the entire department. Works well in group settings, consistently contributing and synthesizing group thought in new ways. Encourages and supports staff proposals and ideas. Exhibits the ability to bring people together to accomplish the task at hand. Sets the example for a team approach to non-routine problems and assignments. Assures the success of the whole department by devoting extra time and effort to complete the big jobs on time and without error. Contributes positively to departmental unity and esprit.	
<b>Results:</b> Ms. Doe goes out of her way to pitch in and help coworkers, even without being asked. She takes the initiative to assist when others are absent. She is respectful to coworkers, listens to and appreciates their ideas, and exhibits a supportive attitude. She is definitely a team player.	
<b>Comments/Justification (required for rating other than satisfactory):</b>  	
Exceeds Standard <input type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input checked="" type="checkbox"/> Unsatisfactory <input type="checkbox"/>	
<b>Duty Area:</b> <p style="text-align: center;"><b>Supervision</b></p>	<b>Relative Importance:</b> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/>
<b>Standards:</b> Distributes daily assignments and instructions to support staff, and oversees workflow throughout the day to assure that staffing is adequate and deadlines are met. Provides sufficient training and direction for staff so supervisor is able to observe work being accomplished without confusion or misunderstanding. Promotes cooperative and supportive professional relationships. Makes consistently fair decisions without guidance from higher authority as evidenced by supervisor-elicited feedback from staff.	
<b>Results:</b> Ms. Doe serves as lead secretary for the unit. She effectively trains and provides daily direction to the clerical staff in the office. She has created a comfortable working relationship with those she supervises, resulting in a very productive work environment. She is fair in distributing daily assignments and resolving routine conflicts among the staff.	
<b>Comments/Justification (required for rating other than satisfactory):</b>  	
Exceeds Standard <input type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input checked="" type="checkbox"/> Unsatisfactory <input type="checkbox"/>	
<b>Duty Area:</b>	<b>Relative Importance:</b> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/>
<b>Standards:</b>	
<b>Results:</b>	
<b>Comments/Justification (required for rating other than satisfactory):</b>  	
Exceeds Standard <input type="checkbox"/> Above Average <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>	
<b>Complete at the beginning of the rating period:</b> My supervisor and I have established the above duty areas and standards, and I understand my performance during the coming rating period will be measured against them.	
Employee's Signature: _____	Date: _____
Rater's Signature: _____	Date: _____
I have reviewed these duty areas and standards and agree that they are appropriate for the position.	
Reviewing Official's Signature _____	Date: _____

**PART V – OVERALL RATING**

**Overall Rating** – It is understood that an *Unsatisfactory* in any above fields precludes awarding an *Exceeds Standard* or *Above Average* rating during this period. **The overall rating received is determined at the discretion of the rating official.**

Exceeds Standard       Above Average       Satisfactory       Unsatisfactory

Rating Period Beginning Date: \_\_\_\_\_

Rating Period Ending Date: \_\_\_\_\_

Yes     No

***This employee has received a written reprimand or disciplinary notice since the last performance evaluation rating.***

By signing below the supervisor verifies that he/she has consulted with the reviewing official on the justification for any overall rating other than "Satisfactory."

Rater's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

By signing below the employee concurs only that the performance evaluation has been conducted. The employee's signature does not indicate that he or she agrees with the evaluation. Comments concerning performance may be submitted on a separate sheet.

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

By signing below the supervisor certifies that the performance evaluation has been completed and forwarded to the reviewing official.

Rater's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewing Official's Signature: \_\_\_\_\_ Date: \_\_\_\_\_