| **Essential Functions** | **Exceptional Performance *S****ets the bar for the department or division.*   **Contributions have tremendous and consistently positive impact and value to the department and to the organization. May be unique, often one-time achievements that measurably improve progress toward organizational goals. Easily recognized as a top performer compared to peers. Viewed as an excellent resource for providing training, guidance, and support to others. Demonstrates high level capabilities and proactively takes on higher levels of responsibility. Little room for growth/development in this area.**  **Exceeds Expectations**  **Consistently demonstrates high level of performance. Consistently works toward overall objectives of the department and/or organization. Demonstrates high levels of effort, effectiveness and judgment with limited or no supervision. Achieves valuable accomplishments in several critical areas of the job.** | **Achieves Expectations**  **Consistently demonstrates effective performance. Performance is reflective of a fully qualified and experienced individual in this position. Viewed as someone who gets the job done and effectively prioritizes work. Contributes to the overall objectives of the department and/or the organization.** | **In Development / Inconsistent Performance**  **Working toward gaining proficiency. Demonstrates satisfactory performance inconsistently. Achieves some but not all goals and is acquiring necessary knowledge and skills. This rating may be used for new employees when (s)he is still coming up to speed with their job duties as appropriate, based on his or her time in the position.**  **Needs Improvement Expectations are regularly not being met, despite coaching and applicable skills development opportunities. The quality of performance is inadequate and shows little or no improvement. Knowledge, skills, and abilities have not been demonstrated at appropriate levels.   Typically some number of warning(s), oral and written, have been given leading up to a Needs Improvement rating in a review.** |
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| Regular and punctual attendance  ***\*******Sick Time*** *is a College benefit. It does not include approved FMLA leave or Family Care Absence* | Work / processes are clearly documented, and kept current, so a colleague could step in if need be due to an unplanned absence.  Consistently shows an understanding that reporting to work as scheduled supports the efficient running of the operation.  Can always be counted on to be dependable and consistent in punctually reporting to (and departing from work) per regularly scheduled hours. Always comes to work as scheduled, prepared and ready to begin the day.  If uses a time clock to report hours worked consistently clocks in just before or by the scheduled time and clocks out at or just after the scheduled time.  Consistently schedules all time off per College policy and Department guidelines.  Consistently, over length of employment, maintains a balance of sick time\* to cover absences and uses sick time as intended per College policy. | Is generally dependable and consistent in punctually reporting to and departing from work per regularly scheduled hours.  If uses a time clock to report hours worked in most instances clocks in just before or by the scheduled time and clocks out at or just after the scheduled time.  Comes to work as scheduled, prepared and ready to begin the day.  Typically follows College policy and Department guidelines when scheduling time off. Rarely has an unplanned absence.  Typically maintains a balance of sick time\* to cover absences. | Is not dependable and/or consistent in punctually reporting to and departing from work per regularly scheduled hours.  If uses a time clock to report hours worked is inconsistent when clocking time worked. May clock in after the scheduled time and/or clock out before the scheduled time.  Is not ready to begin the day (e.g., doesn’t have necessary tools/equipment).  Does not follow College policy and/or Department guidelines when taking time off. Has frequent unplanned absences; fails to call-in when running late; is a no call/no show; sick leave is abused.  Does not maintain a balance of sick time\* to cover absences. |
| Work effectively with others and perform to the best of personal abilities to successfully accomplish individual, departmental, and College goals | Is considered a role model by peers and supervisors for the department/ work unit by consistently exhibiting all of the behaviors that lead to the successful accomplishment of goals.  Can be counted on to always provide a high level of excellent customer service to all customers (internal and external). Is proactive, always responsive to needs, and finds solutions to the most challenging of issues.  Regularly receives commendations from customers on the quality of work and manner in which the work was done.  Offers suggestions to or supports peers and/or supervisors in a manner that regularly leads to the successful accomplishment of goals.  An ongoing, proven, work ethic to get the job done well and with a flexible, positive, approach.  Sets an example for peers in working respectfully with others. Co-workers may turn to this individual to help them solve workplace issues.  Exhibits personal accountability / leading from where one is. | Exhibits behaviors that lead to the successful accomplishment of goals.  Strives to maintain a high level of internal and external customer service.  Contributes positively to team effort by: treating others with a respectful attitude and civil behavior; effectively communicating with co-workers; welcoming new and different work requirements; exploring new opportunities to enhance the services of the department; showing flexibility and a willingness to help others accomplish work assignments as and where needed.  Makes use of the available resources to successfully work through difficult situations with co-workers or customers. | Does not regularly exhibit behavior that supports individual and/or team success.    Customers report complaint(s) regarding the quality of the work and/or the manner in which the work is done.  Reacts quickly and/or inappropriately when difficult situations arise with co-workers or customers. Is known to have treated co-workers and/or customers in a disrespectful manner (e.g., gossiping, starting problems, stirring things up, not willing to work through issues; inappropriate behavior at meetings/trainings).  Doesn’t utilize available resources to resolve workplace issues, or, when asked to utilize these resources does not choose to effect positive change. |
| Adherence to and enforcement of College policies as necessary | Consistently is a role model for co-workers in adherence to and support of all College policy and established Department guidelines.  Attends all related training when offered and is up to date and/or seeks clarification on any changes to College policy or Department guidelines. | Follows College policy and established Department guidelines.  Regularly attends training and has a solid understanding of College policy and Department guidelines. | Needs to improve compliance with College policy and/or established Department guidelines. Does not show, by actions/behaviors, an understanding of ‘x’ policy(ies).  Does not regularly attend all available training. |
| Other duties as assigned | Always the first to offer to take on new or additional assignments with a positive, can-do, approach to the work. | Agrees to pick up other duties as needed and attempts to complete the tasks in a productive/professional manner. | Not regularly willing to pick-up other duties as assigned or outright refuses additional assignments, without explanation (this assumes it is a part of the employee’s job description to do so).  May take on additional duties but does so in a visibly begrudging/unprofessional manner, as observed in body language, spoken language, or behavior. |