

CLASSIFIED STAFF EVALUATION
QUALITY INDICATORS

1. QUALITY OF WORK

A. KNOWLEDGE OF JOB RESPONSIBILITIES

Demonstrates the ability to perform tasks that are fundamental to the job

Quality Indicators

1. Demonstrates expertise in responsible areas of support
2. Demonstrates an ability to organize and perform specific tasks
3. Is motivated to acquire knowledge of techniques and materials necessary to improve job skills
4. Is familiar with the safe use of tools and/or equipment required to accomplish the tasks associated with the position

B. ACCURACY AND ACCEPTABILITY OF WORK

Performs the tasks associated with the position with accuracy and completeness

Quality Indicators

1. Demonstrates an understanding of the expectations associated with the position
2. Performs job responsibilities to the expectations delineated within job description

C. COMMUNICATIVE SKILLS:

Demonstrates an ability to clearly and effectively communicate thoughts and ideas with those that work with the employee

Quality Indicators

- Oral: Demonstrates the fundamental ability to express ideas verbally with enough detail to adequately convey thoughts
- Written: Demonstrate the ability to complete the required documents and reports that are required to perform the job responsibilities

D. THOROUGHNESS OF WORK

Demonstrates the ability to complete tasks to the extent necessary so that others can utilize results to the benefit of the organization

Quality Indicators

1. Produces work product that is in a form that others can use
2. Corrects obvious mistakes when they are discovered
3. Considers time as a factor in the completion of tasks
4. Recognizes when to ask questions of others

E. RECORD KEEPING

Maintains records associated with the position that are legible and accurate

Quality Indicators

1. Maintains accurate and up to date records of contact with ROP staff, district staff, and other personnel associated with the position
2. Completes all reports correctly and punctually, including, but not limited to, student records, requisitions, purchase orders, grant documents and assessments
3. Documents reportable events relating to student health and safety

F. COMMUNITY RELATIONS

Supports the Mission of the organization through positive relations with outside agencies, school districts, and other ROPs

Quality Indicators

1. When interacting with other agencies, presents a positive attitude and supports the ROP's Mission
2. Relates the ROP objectives to others effectively
3. Participates in ROP and/or school activities (i.e., Open House, Programs, Committees)
4. Serves as a resource for the ROP, school, and community

G. VOLUME OF WORK

Demonstrates the ability to regulate the volume of work so that time is used effectively

Quality Indicators

1. Uses time effectively
2. Communicates with Supervisor if the amount of work is in excess of ability to complete tasks on time
3. Communicates with Supervisor if the amount of work is insufficient to maintain productivity

H. PLANS AND ORGANIZES WORKLOAD EFFECTIVELY

Demonstrates the ability to plan and organize tasks based upon reasonable priorities

Quality Indicators

1. Collaborates with Supervisor and colleagues to determine the priorities of tasks to be completed
2. Organizes the tools and materials to properly complete the task
3. Asks questions of Supervisor when faced with a change in assumptions or circumstances

I. FOLLOWS SCHEDULES

Demonstrates the ability to maintain and adhere to schedules for projects and/or reports

Quality Indicators

1. Ensures that schedules are met and Supervisor is apprised of changes
2. Prepares a detailed schedule of activities for review by others

2. WORK HABITS AND ATTITUDE

A. ENTHUSIASM

Approaches the job duties with enthusiasm and anticipation

Quality Indicators

1. Contributes to a positive atmosphere within the workplace
2. Refrains from contributing to the spreading of rumors or misinformation
3. Maintains a positive and supportive attitude in difficult times

B. ABILITY TO WORK INDEPENDENTLY

Demonstrates the ability to work without direction when a Supervisor is not available

Quality Indicators

1. Performs job responsibilities without constant supervision by others
2. Willingness to initiate projects without being told

C. ADHERENCE TO ESGVROP/TC POLICIES AND PROCEDURES

Acts in accordance with policies, procedures and laws governing the ROP and school site

Quality Indicators

1. Is familiar with appropriate laws and ROP/school district policies and procedures as they relate to the employee's role within the organization
2. Follows procedures, district policies and regulations, and administrative regulations, established by the ROP and/or school
3. Has a fundamental knowledge of, and adheres to, the laws regarding sexual and other forms of harassment

D. KNOWLEDGE AND PRACTICE OF SAFETY RULES

Maintains a safe environment within the workplace and follows established emergency procedures

Quality Indicators

1. Practices safety in the workplace
2. Participates in organizational safety drills
3. Maintains equipment in safe working order
4. Is aware of safety hazards and works to eliminate them
5. Ensures that needed building repairs, safety hazards, and communication system failures are reported to the appropriate person

E. MAINTAINS A TIDY, EFFICIENT WORK AREA

Maintains a work place that is functional and clean

Quality Indicators

1. Maintains the work area free of debris and neat in appearance
2. Maintains the work area safe from hazards that could endanger the employee or others
3. Maintains the work area pleasant in an appearance that promotes efficiency

3. PERSONAL CHARACTERISTICS

A. DEPENDABLE AND B. PUNCTUAL

Demonstrates dependability and punctuality over time

Quality Indicators

1. Reports to work on time
2. Arrives on time to scheduled meetings
3. Provides information to others in a timely manner
4. Orders materials and supplies and notifies Supervisor when resources are low
5. Returns calls and e-mails promptly
6. Follows through on assignments made by Supervisor
7. Calls in absences promptly

c. ADAPTABILITY

Demonstrates an ability to adapt to changing conditions within the workplace

Quality Indicators

1. Deals with changing conditions without discord or anger
2. Provides information to Supervisor about the effects of change on projects, timelines and conditions
3. Acts as part of a team

D. ACCEPTS DIRECTION

Demonstrates the ability to take direction in a positive manner and takes responsibility for work product

Quality Indicators

1. Attempts to improve skills through the implementation of suggestions and staff development and/or professional growth activities
2. Follows through by investigating and implementing new methods and strategies to complete job responsibilities
3. Demonstrates a general openness toward suggestions and/or direction in areas relating to job duties

E. PROFESSIONAL APPEARANCE

Presents a professional appearance in meeting the responsibilities of the assignment

Quality Indicators

1. Dresses in a manner appropriate to the job assignment and the duties being performed
2. Recognizes the importance of being a role model
3. Dresses for the safe execution of assigned job duties

F. INTER-PERSONAL RELATIONSHIPS

Maintains a positive working relationship with co-workers and agencies

Quality Indicators

1. Facilitates a positive, supportive and professional relationship with individuals
2. Maintains confidentiality and is discrete with information obtained during the workday
3. Reports incidents of health and safety to a Supervisor immediately, when discovered
4. Focuses on positive rather than negative factors of job assignments

G. PROFESSIONAL DEVELOPMENT

Seeks out new opportunities for improvement

Quality Indicators

1. Develops ongoing professional growth objectives
2. Strives to keep abreast of current trends within the industry
3. Attends all required meetings associated with the job responsibilities
4. Actively participates in staff in-service meetings and programs

H. TRAINING OF SUBORDINATES

Provides specific instruction and assistance, pertaining to job responsibilities and performance, to others

Quality Indicators

1. On an ongoing basis, provides subordinates with role expectations, project responsibilities, and information, necessary for their continued improvement
2. Monitors and provides feedback, consultation, and resources for continued improvement
3. Involves a Supervisor when there are concerns regarding the continued professional development of a subordinate

I. DECISION MAKING

Demonstrates the ability to make good decisions on a consistent basis

Quality Indicators

1. Makes informed decisions without hesitation when asked
2. Provides Supervisor a rationale for decisions
3. Consistently keeps the interests of the organization as the basis of decisions