

# Standard Evaluation Competencies

## 1. Knowledge, Skills and Abilities

Employee has the knowledge, skills, and abilities needed in the present position:

- Competent in required job skills and knowledge.
- Exhibits ability to learn and apply new skills.
- Keeps abreast of current development.
- Requires minimal supervision.
- Displays understanding of how job relates to others and uses resources effectively.

## 2. Quality/Quantity of work

Employee has the ability to independently plan, prioritize, and complete work with accuracy, neatness, and at a satisfactory rate:

- The degree of accuracy, thoroughness, and attention to detail in work.
- Consistent.
- Employee maintains an acceptable level of capability, skill, and thoroughness in effectively accomplishing assigned duties and responsibilities.
- Looks for ways to improve and promote quality.
- Monitors own work to ensure quality and apply feedback to improve performance.
- Achieves established goals
- Employee maintains a level of production that is sufficient to accomplish assigned duties.
- Performs of full range of duties.
- Produces necessary results in spite of unforeseen changes.
- Alerts appropriate team member if deadlines need to be re-negotiated to accomplish work with higher priority.
- Meets required deadlines.
- Uses available systems to organize and efficiently keep track of information.

## 3. Customer Service Skills

Employee is committed to providing excellent customer service to internal and external customers and willingly cooperates with others to achieve department and University goals. Demonstrates a positive attitude toward others; and exhibits flexibility and adaptability in meeting the demands of change in the work-place:

- Responds promptly to requests for service and assistance.
- Seeks out creative approaches to provide or improves services.
- Ask questions to discover needs.
- Presents solutions that meet services objectives.
- Displays ability to work with others as a member of a team.
- Contributes to the effectiveness of the department, college, or division as a team player.
- Works well with others inside and outside of the department to accomplish goals.
- Demonstrates ability to adjust to changes in job, stress, deadlines, assignments, methods, personnel, or surroundings with little difficulty.
- Employee relates to and cooperates with co-workers, other university employees, students, and visitors in an acceptable manner.

#### **4. Attendance**

Employee is punctual, adheres to work schedule and complies with attendance and leave policies:

- Employee's pattern of attendance does not interfere with the assigned duties and responsibilities.
- The extent to which the employee can be depended upon to be available for work and to fulfill position responsibilities.
- Reports to work on time and communicates schedule changes promptly to supervisor.
- Schedules time off in advance.
- Begins working on time.
- Keeps absences within guidelines.
- Ensures work responsibilities are covered when absent.
- Arrives at meetings and appointments on time.

#### **5. Initiative**

Employee exhibits leadership, is resourceful and willing to do more than the minimum, strives to achieve goals, and seeks additional responsibility. Include in this rating, if applicable, the employee's performance, supervision, updating job questionnaires, completing performance evaluations, and setting standards, goals, and objectives:

- Uses authority appropriately to accomplish goals.
- Fosters team cooperation.
- Monitors own work to ensure quality.
- Takes responsibility for resolving difficult or complex service requests.
- Resolves problems in the early stages.
- Promotes conservation of University's resources.
- Displays a willingness to make decisions.
- Exhibits ability to learn and apply new skills.
- Finds opportunities to pass on own knowledge and transfer skills to others.
- Seeks new work challenges.
- Encourages and accepts feedback to enhance performance.
- Looks for creative approaches to providing or improving services.

#### **6. Inclusiveness**

Employee welcomes, respects, and celebrates the ways in which people are different and the ways in which they are similar:

- Displays empathy and accepts diverse viewpoints.
- Treats everyone with respect, dignity, consideration and sensitivity for cultural differences.
- Educates others on the value of diversity.
- Promotes a harassment-free environment.
- Builds a diverse workforce.
- Values the thoughts and feelings of others; includes a diverse planning committee so the expectations of all people are considered.
- Ensures that all employees feel they are included.
- Makes sure the diversity on campus is reflected in the membership of committees, searches, and meetings.
- Reaches out meaningfully to all races, genders, and cultures to ensure the diversity.
- Attends and encourages others to attend campus cultural events.
- Volunteers to assist in cultures activities and events.
- Considers the makeup of the diverse groups when presenting examples.
- Develops working relationship with people of diverse levels and backgrounds.