



PERFORMANCE SCALE

(For Supervisors only)

Use this scale as a guide when rating performance.

Outstanding: The highest level of performance possible. Every Goal set was met on agreed-upon deadlines, and the quality of the work was excellent. Additional initiatives were taken and completed beyond set goals.

Exceeds: Every goal set was met on agreed-upon deadlines, and the quality of the work was acceptable.

Meets: The majority of goals with highest priority were met on or close to agreed-upon deadlines, and the quality of work was acceptable.

Meets Some But Not All: The majority of goals were not met on or close to deadline; and/ or the quality of work was not considered acceptable.

Does Not Meet: No goals were met on or close to agreed-upon deadlines. Other problems (that is, attitude issues) were observed that affected work quality, or the quality of the work of others.

1. Customer Service: Employee is responsive to customer needs.

- Outstanding *is exceptional in offering far more than expected service*
- Exceeds *maintains unusually high standards of service*
- Meets *maintains average level of service*
- Meets some *offers service at less than normal standards*
- Does not meet *fails to meet acceptable service standards*

2. Job Knowledge: Has thorough understanding and demonstrates necessary skill set.

- Outstanding *is exceptional in performing far more than expected*
- Exceeds *maintains unusually high level of contribution*
- Meets *performs at an acceptable achievement level*
- Meets some *performs at less than normal levels*
- Does not meet *fails to meet acceptable performance standards*

3. Quality of Work: Results are reliable and accurate.

- Outstanding *is exceptional in striving for perfection & achieving the highest quality*
- Exceeds *is highly committed to providing superior quality*
- Meets *achieves acceptable quality levels in most situations*
- Meets some *is lacking in meeting acceptable quality standards*
- Does not meet *fails to meet acceptable quality levels*

4. Quantity of Work: Produces in abundance or degree of effectiveness.

- Outstanding *is exceptional in producing far more than expected*
- Exceeds *maintains unusually high output*
- Meets *produces at an acceptable achievement level*
- Meets some *produces at less than normal output levels*
- Does not meet *fails to meet acceptable output standards*

5. Initiative and Resourcefulness: Draws effectively upon resources to achieve objectives

- Outstanding *is outstanding in utilizing all available resources to overcome the most difficult situations*
- Exceeds *achieves success when confronting limited resources*
- Meets *makes acceptable use of personal and organizational resources*
- Meets some *lacks effectiveness in demonstrating resourcefulness*
- Does not meet *is unable to make acceptable use of resource*

6. Communication: Oral and written communication is accurate, responsive, and appropriate.

- Outstanding *is outstanding when dealing with the most difficult interpersonal and organizational issues and situations*
- Exceeds *achieves success when confronted with sensitive and difficult situations*
- Meets *maintains acceptable level of interpersonal and organizational communication*
- Meets some *lacks effectiveness in some areas of communication*
- Does not meet *is unable to meet acceptable standards*

7. Teamwork & Leadership: Develops and builds positive work relationships, actively resolves conflict, exhibits leadership.

- Outstanding *is outstanding in all areas; building and maintaining the most difficult of relationships*
- Exceeds *achieves success when confronted with challenging relationships*
- Meets *maintains acceptable level of personal and organizational relationships*
- Meets some *lacks effectiveness in building positive relationships*
- Does not meet *is unable to maintain acceptable level of relationships*

8. Planning and Organization: Effectively plans, organizes, prioritizes and implements work.

- Outstanding *is distinguished in demonstrating an exceptional mastery of planning and organizing*
- Exceeds *demonstrates a very high level of professional planning and organizational skills*
- Meets *displays an acceptable degree of professional planning and organizational skills*
- Meets some *is lacking in demonstrating planning and organizational skills*
- Does not meet *is unacceptable in meeting professional standards*

9. Attendance: On time, dependable, communicates schedule changes, meets Kronos policies.

- Outstanding *always on time, regular attendance, highly dependable, meets all Kronos policies*
- Exceeds *on time, regular attendance, highly dependable, meets Kronos policies*
- Meets *mostly regular attendance, some unexcused absences, mostly dependable*
- Meets some *irregular attendance, somewhat dependable*
- Does not meet *habitually late, absent and/or irregular attendance*

10. Supervisory Responsibilities: Demonstrates competency in providing leadership and supervision for others. Develops and meets budget goals.

- Outstanding *exceptional skills in communication, motivation, delegation, and inspiration of staff*
- Exceeds *occasionally shows greatness in supervising – goes above normal expectations*
- Meets *provide regular, dependable supervision, as necessary for job performance*
- Meets some *generally requires assistance with supervisory duties*
- Does not meet *does not demonstrate competency in basic supervisory skills*