

**Performance Program**

Non-Exempt Employees

Period of time covered by Performance Program

**From To**

(Example 2/1/05) (Example 1/31/06)

**(NOT TO EXCEED ONE YEAR)**

| **Name** | **Title** |
| --- | --- |
| **Department** | **Person Number** |

Within first month of initial appointment

For annual evaluation

Updated due to change in supervisor

Updated/Modified due to a change in duties & responsibilities

| **Supervisor Signature** | **Print Name** | **Date** |
| --- | --- | --- |
| **Employee Signature\*** | **Employee Title** | **Date** |

**\*Acknowledges receipt of Performance Program**

**SECTION 1: JOB DUTIES AND RESPONSIBILITIES**

| **Duties & Responsibilities** | **Evaluation Criteria/Specific Performance Measures** |
| --- | --- |
| Insert Performance Program Duties/Responsibilities: | Describe the specific ways in which we will differentiate successful performance. |
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Additional duties and responsibilities with evaluation criteria/specific performance measures attached.

| ADAPTABILITY/FLEXIBILITY  Adapts to change, is open to new ideas, takes on new responsibilities, handles pressure, and adjusts plans to meet changing needs. | TECHNICAL SKILLS  Understands duties and responsibilities, has necessary job knowledge, has necessary technical skills, understands company mission/values, keeps job knowledge current, is in command of critical issues. |
| --- | --- |
| COMMUNICATION  Communicates relevant information clearly and concisely; listens and takes responsibility for understanding; works well in a team environment; shares knowledge and respects differences. Meets all team deadlines and responsibilities, listens to others and values opinions, welcomes newcomers and promotes a team atmosphere. | PRODUCTIVITY  Manages a fair workload, volunteers for additional work, prioritizes tasks, develops good work procedures, manages time well, and handles information flow. |
| DECISION MAKING/JUDGMENT  Recognizes problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others. Requests new responsibilities, generates new ideas. | QUALITY  Is attentive to detail and accuracy, is committed to excellence, looks for improvements continuously, monitors quality levels, finds root cause of quality problems, owns/acts on quality problems. |
| DEPENDABILITY  Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements. | SUPERVISORY SKILLS (if applicable):  Makes effective use of personnel; trains, instructs, guides, and develops employees to do better work and assume more responsibility; effectively delegates, monitors, and follows up. |
| CUSTOMER FOCUS  Handles customer questions and complaints, handles service problems politely and efficiently, always available for customer, builds customer confidence, ensures commitments to customer are met, maintains pleasant and professional image. |  |

**SECTION 2: GENERAL COMPETENCIES** **–** employees will also be evaluated on the following competencies:

**Section 3. Guidance for Professional Development and Job Growth**

**Section 4. Supervisory and Functional Relationships**

Indicate supervisory/direct reporting relationships (i.e. Organizational Chart)

Indicate functional relationships (i.e. work groups, committees, joint projects)

**Section 5. Secondary Source Consultation**

Identify individuals, departments, other offices, or agencies which are involved with the performance of the employee and may be consulted as part of the evaluation process.