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| **Evaluation Area** | **1** | **2** | **3** |
|  | **Exceeds expectations** | **Meets expectations** | **Needs Improvement** |
| **Skills:***Performance of the position’s duties, responsibilities, methods, and procedures; use of technical knowledge and equipment.* | Consistently exceeds performance expectations. Demonstrates a high level of technical knowledge and skill. Serves as a model for others. | Meets performance expectations. Demonstrates competence in technical knowledge and skill necessary to perform the duties of the position. | Is inconsistent in meeting performance expectations. Does not demonstrate competence in technical knowledge and skill necessary to perform the duties of the position. |
| **Quality:***Work completeness, accuracy, and understanding of directions, procedures, and policies. Maintenance of an organized work environment and observes all safety standards required by the position.* | Consistently exceeds performance expectations regarding accuracy of work, understanding of directions, and observance of policies. Maintains a highly organized work environment and is a model for others regarding observance of safety standards required by the position. | Meets performance expectations regarding accuracy of work, understanding of directions, and observance of policies. Maintains an organized work environment and observes all safety standards required by the position. | Is inconsistent in meeting expectations regarding accuracy of work, understanding of directions, and observance of policies. Does not maintain an organized work environment and does not consistently observe all safety standards required by the position. |
| **Cooperation:***Works well with others: supervisors, co-workers, faculty, students, and community. Dress and hygiene comply with BOCES standards. Follows directives.* | Consistently exceeds expectations regarding cooperation with others. Treats others with a high level of respect, represents the BOCES and department in a positive manner. Is a model for others in professional appearance. | Meets expectations regarding cooperation with others. Treats others with respect and is a good representative of the BOCES and department. Observes department standards regarding professional appearance. | Inconsistently meets expectations regarding cooperation with others. Requires guidance on how to treat others with respect and/or how to represent the BOCES and department in a positive manner. Does not consistently observe department standards regarding professional appearance.  |
| **Evaluation Area** | **1** | **2** | **3** |
|  | **Exceeds expectations** | **Meets expectations** | **Needs Improvement** |
| **Communication:***Responds to inquiries promptly and tactfully. Completes all forms and requests.* | Consistently exceeds expectations when responding to inquiries promptly and tactfully. Always communicates professionally and effectively in written and oral form. Follows through and is clear, concise, and attentive to detail. Always respects the confidential nature of the clients and organization. Is a model of professional communication for others. | Meets expectations when responding to inquiries promptly and tactfully. Demonstrates good judgment and can professionally communicate in written and oral form when required. Demonstrates ability to follow through and can be clear, concise, and attentive to detail. Respects the confidential nature of the clients and organization. | Does not respond to inquiries or requests in a timely fashion. Does not communicate in a consistently professional manner. Does not consistently demonstrate good judgment and/or observe expectations regarding following through. Does not report urgent concerns appropriately to supervisor(s). Does not abide by expectations regarding the confidential nature of the clients and organization. |
| **Initiative:***Puts in a complete, productive day. Plans for and organizes daily tasks. Works with little or no supervision, adapts to change, is willing to take on different tasks that need to be done, and contributes to the whole.* | Consistently demonstrates high level of productivity. Maintains excellent communication with supervisor(s). Demonstrates a high level of independence and motivation. Willingly accepts changes to tasks or responsibilities. Models flexibility and initiative for others. | Meets expectations for completing tasks for the day. Communicates appropriately with supervisor(s). Can work independently. Can adapt to change and/or accept new tasks if needed. | Does not consistently put in a productive day. Requires assistance to plan and organize tasks. Requires guidance to notify supervisor of needs and/or concerns. Does not consistently demonstrate ability to work independently or to be flexible when required to adapt to change and/or accept new tasks when needed. |
| **Attendance:***Reports to work as scheduled, is on time, and gives advance notice for time off requests. Attendance Calendar for the evaluation period will be attached to evaluation.* | Demonstrates excellent attendance, punctuality, and respect for procedures that contributes to maintaining effective department operations. Is a model for others. | Meets expectations for attendance, punctuality, and respect for procedures that contributes to maintaining effective department operations. | Attendance shows patterns or high levels of absenteeism, tardiness, or failure to follow proper reporting procedures that interfere with normal department operations. |