

**WASHINGTON STATE UNIVERSITY**  
**Sample Performance Expectations**

**Details**

**Basic Performance Expectations**

Applicable to most lead positions.

Employee Type

CS – Civil Service

**Performance Expectations**

**Quality of Work**

Degree of competence, accuracy, neatness, and thoroughness. Performs assigned duties accurately and thoroughly with only minimal errors. An outstanding employee produces work of the highest quality; rarely makes errors.

**OUTSTANDING**

- Consistently produces error-free work.
- Prepares excellent work in relation to neatness, clarity, and presentation.
- Always pays close attention to detail and confidentiality.
- Consistently communicates in a professional, courteous manner.
- Consistently and accurately performs routine duties without reminders.
- Consistently handles multiple job duties in an efficient manner.
- Demonstrates excellent organizational skills, initiative and imagination.
- Consistently fields and prioritizes confidential or sensitive information with discretion and accuracy.
- Consistently follows up with supervisor regarding the status/completion of assigned duties via e-mail, verbal, or written instructions.
- Always brings new or unusual situations to supervisor's attention.

**MEETS EXPECTATIONS/SATISFACTORY**

- Produces work with few or no errors.
- Prepares good work in relation to neatness, clarity, and presentation.
- Pays attention to detail and confidentiality.
- Performs routine duties with few reminders.
- Handles multiple job duties.
- Demonstrates organizational skills and initiative.
- Fields and prioritizes confidential or sensitive information with discretion and accuracy.
- Follows up with supervisor regarding the status/completion of assigned duties via e-mail, verbal, or written instructions.
- Brings new or unusual situations to supervisor's attention.

**UNSATISFACTORY**

- Produces work with multiple errors; finished products cannot be relied upon.
- Prepares poor work in relation to neatness, clarity and presentation.
- Pays little or no attention to detail and confidentiality.
- Requires reminders from supervisor to perform a majority of routine duties.
- Unable to handle multiple job duties.
- Lacks organizational skills and initiative.
- Demonstrates little concern regarding discretion or accuracy when fielding confidential or sensitive information.

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- Does not follow-up with supervisor regarding the status/completion of assigned duties.
- Fails to draw supervisor's attention to new or unusual situations.

**Quantity of Work**

Degree of use of time, volume of work accomplished, ability to meet schedules and productivity levels. Completes assigned work within the prescribed time limits. An outstanding employee completes work ahead of schedule; seeks additional tasks; recognized by co-workers as a 'peak performer.'

**OUTSTANDING**

- Consistently prioritizes workload on a daily basis.
- Always collaborates with supervisor to ensure work is being handled efficiently and in a timely fashion.
- Rearranges priorities to accommodate unexpected or "rush" jobs.
- Consistently produces large volumes of error-free work during times of peak workloads.
- Consistently seeks more efficient ways of accomplishing assigned tasks (if applicable).
- Consistently completes assignments in an efficient manner.
- Consistently completes assignments prior to deadlines.
- Does low priority work promptly, as time permits.
- Seeks out jobs or helps others as time permits.

**MEETS EXPECTATIONS/SATISFACTORY**

- Reviews work load daily.
- Collaborates with supervisor to ensure work is being handled efficiently and in a timely fashion.
- Makes an effort to accommodate unexpected or "rush" jobs.
- Produces a large volume of error-free work during times of peak workloads.
- Makes an effort to utilize more efficient ways of accomplishing assigned tasks.
- Completes assignments in a satisfactory manner.
- Completes assignments on time.
- Does low priority work, as time permits.
- Makes an effort to find new jobs or help others as time permits.

**UNSATISFACTORY**

- Seldom prioritizes workload daily.
- Fails to collaborate with supervisor to ensure work is handled in a timely manner and is not aware of efficiency flow problems.
- Rarely able to accommodate unexpected or "rush" jobs.
- Does not produce a large volume of work during peak times, makes errors.
- Does not seek more efficient methods of accomplishing assigned tasks (if applicable).
- Completes assignments in an inefficient manner.
- Finishes assignments late, frequently misses deadlines.
- Allows low priority work to accumulate.
- Fails to offer help to others when own work is finished.

**Job Knowledge**

Degree of technical knowledge and understanding of job procedures and methods. Understands assigned duties and job responsibilities. Understands the organization's policies, procedures, goals and purpose as required for the job. An outstanding employee demonstrates exceptional knowledge and skills in the most complex aspects of the job.

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**OUTSTANDING**

- Demonstrates excellent working knowledge of department and university policies and procedures.
- Consistently performs routine duties with minimal or no written/verbal instruction and/or supervision.
- Diligently follows written/verbal instructions.
- Consistently applies sound judgment in handling workload and assisting supervisor if applicable.
- Knowledgeable and skillful in utilizing computer programs applicable to position; takes the initiative to learn expanded functions of software.
- Effectively carries out responsibilities in the absence of supervisor.

**MEETS EXPECTATIONS/SATISFACTORY**

- Demonstrates working knowledge of department and university policies and procedures.
- Performs duties with some or minimal written/verbal instruction and/or supervision.
- Follows written/verbal instructions.
- Uses good judgment when applying policies and procedures and checks with proper personnel if unable to answer questions or unable to handle a situation
- Knowledgeable and skillful in operating standard software applicable to position.
- Carries out responsibilities in the absence of supervisor.

**UNSATISFACTORY**

- Poor working knowledge of university and department policies and procedures.
- Unable to perform routine duties without extensive verbal/written instruction and/or supervision.
- Does not satisfactorily follow written/verbal instructions.
- Does not answer questions in a responsible manner.
- Unable to obtain information from proper sources when needed.
- Requires regular assistance and direction with computer programs applicable to position.
- Has difficulty in carrying out responsibilities in absence of supervisor.

**Working Relationships**

Degree of cooperation and ability to work with supervisor, co-workers, students, and clients served. Is courteous and works well with customers and co-workers. Creates a supportive work environment with open communication that values and encourages co-workers while treating them with dignity and respect. Encourages employees to contribute to the success of the University.

**OUTSTANDING**

- Always communicates well with others; easily approachable.
- Always cooperative and maintains pleasant, courteous relationships.
- Respectfully accepts supervision.
- Anticipates the needs of co-workers and clients. Provides assistance when possible.
- Courteously performs duties without disturbing others.
- Always consults with person who initiates the job if there are questions.
- Always keeps personal issues separate from work environment.
- Always presents a professional image regarding dress and demeanor.

**MEETS EXPECTATIONS/SATISFACTORY**

- Communicates well with others; approachable.
- Cooperative and maintains pleasant, courteous relationships.
- Accepts supervision.
- Cheerful and alert.

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- Displays a professional manner.
- Willingly provides assistance to co-workers and clients when requested.
- Displays professional manner/attitude so as not to disturb others.
- Consults with person who initiates the job if there are questions.
- Keeps personal issues separate from work environment.
- Presents a professional image regarding dress and demeanor.

**UNSATISFACTORY**

- Does not communicate well with others; unapproachable.
- Difficulty cooperating with others and maintaining pleasant, courteous relationships.
- Displays unwillingness to accept supervision.
- Often moody and inattentive.
- Frequently fails to display a professional manner.
- Does not provide appropriate assistance to co-workers and clients, or does so reluctantly.
- Frequently displays an unprofessional manner/attitude; has negatively affected others.
- Does not consult with person who initiates the job when there are questions or problems.
- Difficulty separating personal issues from work environment.
- Does not present a professional image regarding dress and demeanor.

**Other Factors**

This is an optional performance criteria

**-LEAD SKILLS-**

**OUTSTANDING**

- Consistently assigns work to maximize staff time and department resources.
  - Consistently provides comprehensive instructions for new staff and guidance to staff for completion of projects when needed.
  - Consistently checks the work and provides constructive feedback to staff.
  - Consistently extends appropriate credit and recognition to others.
  - Consistently patient, understanding and flexible yet remains fair in relation to policy, standards, and diverse opinions.
- Always communicates consistent, constructive feedback regarding job performance to assist supervisor.
- Always assists supervisor to maintain University and Department policies and procedures.

**MEETS EXPECTATIONS/SATISFACTORY**

- Assigns work to maximize staff time and department resources.
- Provides comprehensive instructions for new staff and guidance to staff for completion of projects when needed.
- Communicates effectively with staff.
- Checks the work and provides constructive feedback to staff.
- Extends appropriate credit and recognition to others.
- Demonstrates patience, understanding and flexibility yet remains fair in relation to policy, standards, and diverse opinions.

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- Communicates consistent, constructive feedback regarding job performance to assist supervisor.
- Assists supervisor to maintain university and department policies and procedures.

**UNSATISFACTORY**

- Fails to assign work to maximize staff time and department resources.
- Fails to provide comprehensive instructions for new staff or guidance to staff for completion of projects when needed.
- Unwilling to communicate with staff.
- Unwilling to check the work and unwilling to provide constructive feedback to staff.
- Does not extend appropriate credit and recognition to others.
- Lacks patience, understanding and flexibility in relation to policy, standards, and diverse opinions.
- Does not assist supervisor in maintaining university and department policies and procedures.