

WASHINGTON STATE UNIVERSITY
Sample Performance Expectations

Details

Office Support Performance Expectations

Applicable to most clerical 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.
- Always proofreads materials and documents.
- Consistently and accurately performs routine clerical duties without reminders.
- Consistently handles multiple clerical assignments in an efficient manner.
- Demonstrates excellent organizational skills, initiative and imagination.
- Consistently fields and prioritizes confidential or sensitive information with discretion and accuracy.
- Consistently refers questions to the appropriate representative in a timely manner.
- 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.
- Proofreads materials and documents
- Performs routine clerical duties with few reminders.
- Handles multiple clerical assignments.
- Demonstrates organizational skills and initiative.
- Fields and prioritizes confidential or sensitive information with discretion and accuracy.
- Refers questions to the appropriate representative in a timely manner.
- 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.
- Proofreads carelessly or fails to do so.
- Requires reminders from supervisor to perform a majority of routine clerical duties.

WASHINGTON STATE UNIVERSITY
Sample Performance Expectations

- Unable to handle multiple clerical assignments.
- Lacks organizational skills and initiative.
- Demonstrates little concern regarding discretion or accuracy when fielding confidential or sensitive information.
- Fails to refer questions to the appropriate representative in a timely manner; provides inaccurate information regarding policies and procedures.
- 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.
- Consistently, accurately, and quickly distributes mail, telephone calls, messages etc.
- 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.
- Accurately distributes mail, telephone calls, messages etc.
- 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 (if applicable).
- 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.
- Slow to distribute mail, telephone calls, messages etc.; frequently makes errors.

WASHINGTON STATE UNIVERSITY
Sample Performance Expectations

- 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.

OUTSTANDING

- Demonstrates excellent working knowledge of department and university policies and procedures.
- Consistently performs routine clerical 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.
- Demonstrates excellent working knowledge of standard office equipment; able to troubleshoot when others have a problem with equipment.
- Effectively carries out responsibilities in the absence of supervisor.

MEETS EXPECTATIONS/SATISFACTORY

- Demonstrates working knowledge of department and university policies and procedures.
- Performs routine clerical 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.
- Demonstrates working knowledge of standard office equipment.
- Carries out responsibilities in the absence of supervisor.

UNSATISFACTORY

- Poor working knowledge of university and department policies and procedures.
- Unable to perform routine clerical 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.
- Demonstrates poor knowledge of standard office equipment; frequently requires assistance.

WASHINGTON STATE UNIVERSITY
Sample Performance Expectations

-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.
- 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

OUTSTANDING

- Consistently communicates in a professional, courteous manner.

WASHINGTON STATE UNIVERSITY
Sample Performance Expectations

- Consistently punctual to work.
- Consistently informs supervisor of long-range leave plans.
- Always considers work-related deadlines and level of department staffing when requesting time off.
- Always lets supervisor know when necessary to be away from work.
- Observes breaks in accordance with department regulations.
- Always asks for prior approval before working overtime.
- Has an excellent rapport with employees in other departments.
- Consistently follows rules and regulations.
- Consistently makes efficient use of time during the workday.

MEETS EXPECTATIONS/SATISFACTORY

- Communicates in a professional, courteous manner
- Except for rare occasions, always punctual to work.
- Makes an effort to keep supervisor apprised of long-range leave plans.
- Attempts to let supervisor know when necessary to be away from work.
- Shows consideration of work-related deadlines and level of department staffing when requesting time off.
- Observes breaks in accordance with department regulations with little or no tardiness.
- Asks for prior approval before working overtime.
- Has a good rapport with employees in other departments.
- Follows rules and regulations.
- Makes efficient use of time during the workday.

UNSATISFACTORY

- Communicates in an unprofessional, discourteous manner.
- Often late or absent from work.
- Fails to inform supervisor of leave plans.
- Does not let supervisor know when it is necessary to be away from the job.
- Does not consider work-related deadlines and level of department staffing when requesting time off.
- Regularly abuses length of breaks.
- Consistently works overtime without prior approval.
- Does not follow rules and regulations causing delays.
- Inefficient use of time during the workday, needing constant reminders.