

Performance appraisal Factors: Non- Supervisor



40%

- **Work Plan-** develops a personal work plan, is organized & timely with their work
- **Goals-** establishes challenging & appropriate work goals
- **Duties & Responsibilities-** understands duties & responsibilities of their role & completes these tasks
- **Other Accomplishments**



20%

- **Focus on Results-** challenges self, measure & assess outcomes, accountable for their results
- **Quality-** attentive to detail and accuracy, sets & supports quality standards, makes continuous improvements
- **Reliability-** completes assignments in a timely & competent manner
- **Compliance-** complies with applicable laws, rules & policies



20%

- **Communication-** listens & provides timely communication clearly, appropriately uses feedback to maximize employee performance
- **Job Knowledge-** understands job duties & responsibilities, sets clear expectations
- **Teamwork-** contributes to the team, exchanges ideas & opinions, promotes mutual respect of diverse perspectives



20%

- **Initiative & Innovation-** works independently & is self- directed, remains flexible to changing priorities & limited resources, seeks innovative solutions
- **Customer Service-** demonstrates professional rapport, responds to inquiries in a timely fashion
- **Mission Support-** understands connection between individual role & the organization's mission & goals



Performance appraisal Factors: Supervisor/Senior Staff



40%

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- **Other Accomplishments**
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20%

- **Initiative & Innovation**- Flexible to changing priorities & limited resources
- **Planning & Resource Stewardship**- Sets priorities & develops realistic plans, maximizes resources to achieve optimum value
- **Leadership**- empowers employees at all levels, fosters inclusion collaboration, sound ethical standards & models expected behavior.

