

Park City School District

EDUCATIONAL AIDE II: Performs a variety of full clerical, secretarial and technical support duties as a general educational aide.

Performance Evaluation Standards

Listed on the following pages are the areas (factors) of employee performance. Each employee receives periodic evaluation in these areas. Performance is rated between levels 2 (low) and 5 (high). Each factor has a description, an importance value, and brief statements for all 5 levels of performance. The values indicated on the accompanying graph illustrate the importance of each performance factor to the job. The points given in each area are determined by multiplying the level times the job value. For example, (level 5) X (value 7)) = (points 35). Since level 5 is the highest, 5 times the value represents the maximum points for the area described by the factor. Some of the factors such as attendance may have an assigned minimum quantity requirement for each level of performance.

The information in these guidelines help assure that employee performance evaluations are fair and objective.

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CUSTOMER SERVICE

Ability to effectively interact/communicate with our customers, i.e., citizens, coworkers, vendors, contractors, etc.

Level	Description	Value = 50
1.	Employee doesn't interact/communicate with others; or often impatient or patronizing/ or often avoids interaction.	
2.	Employee has some problems interacting/ communicating appropriately with others; sometimes requires external direction.	
3.	Employee interacts/communicates with others appropriately; friendly, respectful, responsive, effective, and professional.	
4.	Often goes beyond expectations to interact /communicate with others; appropriately willing, and enthusiastic to serve.	
5.	Consistently goes beyond expectations; eager to serve; never appears impatient, even when other matters are pressing.	

CONFLICT RESOLUTION

Deciding in advance how to meet changing needs,. Preparing resources to complete work in an orderly and expeditious manner.

Level	Description	Value = 50
1.	Ineffective in resolving conflicts requiring supervisory intervention.	
2.	Inconsistent in resolving conflicts. Supervisory assistance occasionally required.	
3.	Generally effective in resolving conflicts and maintaining harmony with internal and external customers.	
4.	Consistently effective in resolving conflicts and maintaining harmony with internal and external customers.	
5.	Highly effective in resolving conflicts and maintaining harmony with internal and external customers.	

PLANNING/ORGANIZING

Deciding in advance how to meet changing needs,. Preparing resources to complete work in an orderly and expeditious manner.

Level	Description	Value = 50
1.	Ineffective. Does not plan ahead or anticipate future needs or problems. Doesn't organize time and effort effectively.	
2.	Needs Improvement. Occasional problems result from failure to plan ahead, anticipate needs, or keep organized.	
3.	Usually plans adequately in advance and is organized, resulting in performance that meets expectations.	
4.	Consistent, effective planning and organization frequently lead to work that exceeds expectations.	
5.	Exceptionally proficient at planning and organizing. Work is consistently outstanding despite challenging circumstances.	

DECISION MAKING

The effective evaluation of unusual or unique circumstances to make a determination of appropriate action.

Level	Description	Value = 50
1.	Avoids decision-making. Regularly refers all problems to supervisor.	
2.	Consistently is unable to make appropriate decisions for given situations. Refers even simple problems to supervisor.	
3.	Generally makes appropriate decision for given situations.	
4.	Routinely makes appropriate decision for given situations. Refers only the most complex problems to supervisor.	
5.	Consistently makes appropriate decisions. Applies known practices to independently resolve complex problems.	

JOB KNOWLEDGE

Level of knowledge in the primary job assignment

<u>Level</u>	<u>Description</u>	<u>Value = 50</u>
1.	Unable to perform duties. Has not acquired or maintained knowledge necessary to perform essential functions.	
2.	Has difficulty performing some of the essential functions. Needs more training in a few areas.	
3.	Has sufficient knowledge to perform all required essential functions of the job.	
4.	Has knowledge, which exceeds the requirements to perform essential functions. Applies knowledge to improve processes.	
5.	Has acquired knowledge base, which enables them to perform duties normally assigned to higher job classifications.	

QUALITY OF WORK

The pursuit of excellent performance with the understanding that individuals learn from mistakes.

<u>Level</u>	<u>Description</u>	<u>Value = 50</u>
1.	Careless mistakes occur repeatedly and are not corrected. Work requires serious attention by supervisors to correct.	
2.	Routinely makes careless mistakes. Mistakes can contribute to more serious problems if not corrected.	
3.	Work meets professional standards. Common mistakes are expected and are easily identified and corrected.	
4.	Makes mistakes, which are readily, corrected, lead to improved processes, and are rarely repeated.	
5.	Makes few mistakes in work and learns from them. Independently initiates significant improvement.	

DEPENDABILITY

Extent to which employee can be trusted to carry out instructions and fulfill job responsibilities.

<u>Level</u>	<u>Description</u>	<u>Value = 50</u>
1.	Tasks rarely completed on time; seldom follows through on assignments; requires frequent supervisory follow-up.	
2.	Tasks are occasionally late or incomplete; sometimes doesn't follow instructions; requires more than normal follow-up.	
3.	Tasks are on time, complete, and occasionally ahead of schedule; follows instructions; requires normal supervision.	
4.	Tasks are often completed early; goes beyond expectations to ensure tasks are done right; requires little supervision.	
5.	Tasks are repeatedly on time and ahead of schedule. Adapts to the unexpected and still meets deadlines.	

INITIATIVE

Taking, originating, or independently starting action to promote improvement or to expedite work processes..

<u>Level</u>	<u>Description</u>	<u>Value = 50</u>
1.	Takes minimal action to expedite or enhance the completion of the essential duties; requires constant motivation.	
2.	Has to be occasionally reminded of tasks that should be habit; requires more than normal follow-up.	
3.	Takes expected action to complete essential duties; occasionally exceeds expectations; requires normal supervision.	
4.	Frequently takes action that exceeds expectations to complete essential duties; always busy; requires little supervision.	
5.	Consistently carries out duties beyond the scope of the position; impacts other functional areas.	

ADAPTABILITY

Extent to which employee can be trusted to carry out instructions and fulfill job responsibilities.

<u>Level</u>	<u>Description</u>	<u>Value = 50</u>
6.	Tasks rarely completed on time; seldom follows through on assignments; requires frequent supervisory follow-up.	
7.	Tasks are occasionally late or incomplete; sometimes doesn't follow instructions; requires more than normal follow-up.	
8.	Tasks are on time, complete, and occasionally ahead of schedule; follows instructions; requires normal supervision.	
9.	Tasks are often completed early; goes beyond expectations to ensure tasks are done right; requires little supervision.	
10.	Tasks are repeatedly on time and ahead of schedule. Adapts to the unexpected and still meets deadlines.	

ATTENDANCE

Being punctual, on the job during scheduled work hours, and giving adequate notice of absences when possible.

<u>Level</u>	<u>Description</u>	<u>Value = 50</u>
1.	Not satisfactory. Attendance problems noted and employee has shown no improvement.	
2.	Needs improvement. Employee's attendance could affect his/her performance if not improved.	
3.	Not abusive. Employee's attendance record is good and adequate notice of absences is generally given.	
4.	Excellent. Employee sacrifices personal conveniences to be at work and always provides advance notice of absences.	
5.	Has near perfect attendance record. Employee's attendance record serves as an example to others.	

TECHNICAL ABILITY

Ability to utilize technical knowledge to complete job functions.

<u>Level</u>	<u>Description</u>	<u>Value = 50</u>
1.	Has very little or no knowledge of key technical abilities in order to complete essential job functions.	
2.	Limited knowledge or technical abilities in order to complete essential job functions.	
3.	Acceptable knowledge of technical abilities in order to complete essential job functions.	
4.	Good working knowledge of technical abilities in order to complete essential job functions.	
5.	Excellent knowledge of technical abilities in order to complete essential job functions.	

SAFETY

Complying with and maintaining awareness of safety standards to avoid accidents with the public, self, and co-workers.

<u>Level</u>	<u>Description</u>	<u>Value = 50</u>
1.	Negligent in safety practices. Does not follow established safety practices. Has repeatedly contributed to accidents.	
2.	Inconsistently follows safety practices. Safety practices could result in serious accidents if not corrected.	
3.	Actively follows safety practices. Is aware of safety requirements. Takes precautions to avoid accidents.	
4.	Consistently is aware of safety practices. Frequently makes safety suggestions and helps identify daily safety needs.	
5.	Identifies concern and independently takes proactive action to correct. Helps identify and prepare safety practices.	

TEAMWORK

Working in harmony with others toward organizational and individual goals.

<u>Level</u>	<u>Description</u>	<u>Value = 50</u>
1.	Causes problems and conflicts. Usually must work alone	
2.	Can work with others, but often does not recognize problems.	
3.	Communicates and works effectively with others.	
4.	Promotes team atmosphere.	
5.	Excellent interpersonal skills. Role model for others.	

CAREER DEVELOPMENT

Displaying initiative in developing career and personal growth through self-improvement activities.

<u>Level</u>	<u>Description</u>	<u>Value = 50</u>
1.	Does nothing to improve career development. Has let skills and knowledge slip.	
2.	Has mild interest in improving basic skills and knowledge. Keeps up to date only as directed to do so.	
3.	Demonstrates initiative to improve career development/. Keeps current on essential material and applicable requirements.	
4.	Actively participates in career development and keeps current on applicable changes.	
5.	Actively participates and interacts with other agencies and/or professional organizations to refine knowledge base.	