

# Overall Performance Rating Guidance

## EXCEEDS EXPECTATIONS\*

- Contributes to a greater degree than expected to achieving unit and/or department/office goals
- Completes significant and unexpected goal that was added during the performance cycle, while successfully completing all originally established goals in the work plan
- Demonstrates core competencies and values outstandingly
- Delivers outputs beyond expectations
- Maximizes outputs by introducing innovative methods
- Introduces new idea, concept or process on his/her own initiative and effectively pursues necessary details for successful implementation, resulting in efficiency/financial gains for the Organization
- Performs functions at higher level without SPA for the entire cycle
- Performs functions in an unexpected situation that were not part of the original work plan for an extended period

*\* This rating must be especially well supported by statements of specific actions and their contributions to organizational goals*

## SUCCESSFULLY MEETS EXPECTATIONS

- Performs assigned responsibilities consistently well
- Completes all critical activities in a timely manner
- Keeps supervisor informed of work issues, alterations and status.
- Effectively applies technical skills and knowledge to get the job done and ensure that organizational goals are met
- Shows good work habits, follows established work schedule and completes projects and tasks thoroughly
- Meets deadlines with consistently acceptable levels of productivity
- Provides reliable input and recommendations
- Demonstrates solid team skills, learns from mistakes and contributes in a positive way to the overall work climate in the division
- Shows interest in developing new knowledge and skills
- Makes clear progress toward identified goals in previous performance review

## PARTIALLY MEETS EXPECTATIONS

- Has incomplete understanding of one or more important areas of work and/or policy implications
- Shows inconsistency in performance of assigned responsibilities
- Uses unreliable methods for completing assignments
- Uses programs or services inappropriately or incompletely
- Tries to circumvent established procedures
- Is reluctant to accept responsibility
- Is disorganized in carrying out assignments
- Is unable to utilize avenues of support and unwilling to ask for help
- Inconsistently communicates essential information to colleagues
- May be present and punctual and demonstrate good interpersonal skills, but technical abilities are inconsistent
- Need for improvement and development has been periodically communicated to the supervisor, a plan of action has been put in place to correct deficiencies, and the supervisor sees progress in the staff member correcting the identified performance problems

## DOES NOT MEET EXPECTATIONS

- Does not meet defined success criteria or performance expectations for the majority of the goals/key results
- Quality and quantity of work are inadequate for the position
- Work products do not meet the minimum requirements expected
- Demonstrates little or no contribution to organizational goals
- Fails to meet own work objectives
- Is inattentive to organizational priorities and administrative requirements
- Has poor work habits resulting in missed deadlines/incomplete work
- Work relationships with colleagues are strained
- Fails to respond to client needs
- Shows lack of response to the supervisor's corrective efforts
- Specific, repeated examples of unsatisfactory performance have been communicated to the staff member both verbally and in writing, along with specific expectations and suggestions for improvement