**2019-2020 Performance Plan**

**Administrative Assistant III – Academic Department**

Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ CWID \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Please print clearly)

Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_CWID \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Please print clearly)

Employee Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date this performance plan was completed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signatures:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Date

*Be sure to complete the Performance Plan Certification form, sign, and send that* ***ORIGINAL*** *form to the Human Resources Department. This page remains with the Performance Plan.*

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Describe and define performance standards for each Core Competency below. A standard must be set both for Meets Expectations and for Exceptional Performer ratings. Please also include the following statement in your plan (it may be modified to fit your needs):

*The following applies to the entire document. The performance standards contained in this performance plan reflect guidance and intent for the evaluation of performance at the “Meets Expectations” or “Exceptional Performer” levels. They are not to be interpreted as fully inclusive but simply to convey a “sense” of the performance needed. Sub-standard performance of a significant or ongoing nature, but not listed in the performance standards, can result in a “Needs Improvement” rating*.

**Accountability:** *The degree to which the employee’s work behaviors demonstrate responsible personal and professional conduct, which contributes to the overall goals and objectives of Mines.* The employee knows and adheres to attendance, leave and other relevant policies, procedures, rules and regulations; displays a positive attitude, conveys a positive image of Mines, and encourages others to do well; takes the initiative to improve professional growth; is motivated, flexible, and committed to performing high quality work; demonstrates high standards of ethical conduct; etc.

If there are any modifications to the above content, list those here:

To Meet Expectations on Accountability, the employee’s accountability must demonstrate the high-performance standards of the School and Department, for example:

* Is punctual at work and considers work commitments/cycles when requesting leave.
* Consistently follows through on items, assures accurate completion of responsibilities.
* Responds to emails and phone calls promptly, generally within one to two working days.
* Work is generally accurate, on-time and with few mistakes.
* Motivated, flexible, and committed to performing high quality work.
* Takes initiative to improve professional growth.
* Consistently conveys a positive and professional image of Mines and the Department.
* Consistently demonstrates high standards of ethical conduct.
* Interprets, follows, and encourages others to abide by and adhere to department, Mines, State personnel, Federal and other relevant policies, procedures, rules and regulations – through own actions and examples.
* Keeps track of deadlines and takes initiative on getting deadlines met.

To rate Exceptional Performer on Accountability, the employee’s work must be clearly superior and consistently exceed expectations, for example:

* Regularly based on constructive feedback, makes significant positive changes to department procedures.
* Supervisor frequently receives compliments on the quality of work.
* Consistently works to improve culture in the department.
* Routinely and independently seeks to learn new processes and procedures, rules and regulations as they relate to their job responsibilities and communicates this knowledge for the benefit of the organization – through own initiative.

**Interpersonal Relations:** *The degree to which the employee interacts effectively with others to establish and maintain smooth working relations.* The employee develops and maintains effective, professional relationships; gains confidence and trust; considers and responds tactfully to the needs of others; takes personal responsibility for own words and actions, respects the opinions of others, etc.

If there are any modifications to the above content, list those here:

To Meet Expectations on Interpersonal Relations, the employee’s work must demonstrate and meet the following standards:

* Consistently completes responsibilities and delivers services in a professional and engaged manner.
* Consistently contributes towards a positive Department work environment.  Develops and maintain effective relationships.  Gains trust and confidence of others.
* Consistently deals effectively with conflict or confrontation.
* Consistently recognizes sensitive matters and handles them with tact.
* Is accessible and responsive to questions, needs and concerns.  Upon return from being out of office, responds within 24 business hours.
* Takes personal responsibility for own words and actions.
* In all situations handles interactions with a diverse clientele with the sensitivity, diplomacy, tact and empathy.  At this level, no occurrences of unprofessional behavior will be exhibited.

To rate Exceptional Performer on Interpersonal Relations, the employee’s work must be clearly superior and consistently exceed expectations, for example:

* Supervisor consistently receives positive feedback about professionalism, leadership, and interpersonal skills. Employee constantly goes above and beyond the expected to be available for customer needs.

**Job Knowledge:**  *The degree to which the employee is skilled in job-specific knowledge that is necessary to provide the appropriate quantity and quality of work in a timely and efficient manner.* The employee meets work standards, schedules, and deadlines; demonstrates efficiency in completing duties; sets priorities, is motivated; makes sound, well-informed, objective decisions; resolves problems; makes continuous improvements and takes on additional duties as needed.

If there are any modifications to the above content, list those here:

To Meet Expectations on Job Knowledge, the employee’s work must demonstrate and meet the following standards:

* Consistently applies job knowledge correctly, using a thorough understanding of work processes, principles, or practices to assure high quality outcomes or results.
* Consistently performs job responsibilities in an accurate and timely fashion. Sets priorities and is capable of juggling as needed.
* Consistently applies the correct and appropriate policies, rules or procedures in performing work. Takes initiative to learn new policies, rules, and procedures.
* Sets priorities in order to consistently meet schedules and deadlines.
* Is often called upon to provide input to new processes or practices; and makes effective recommendations.
* Errors in work are rare and almost always found and corrected by the employee.
* Assumes additional duties, as needed.

To rate Exceptional Performer on Job Knowledge, the employee’s work must be clearly superior and consistently exceed expectations, for example:

* The Exceptional Performer consistently realizes tasks or functions above and beyond the ones described in his/her job description.
* Actively seeks new knowledge in areas where one is not as strong. Acts above and beyond of the job requirements to learn a new computer program, process, or skill. Acting independently and providing the department with new expertise.
* When a new specific problem presents itself, the exceptional performer researches, learn, and applies new knowledge to solve problems. This point refers to impactful problems the department may present and not basic, day to day problems. A good example may be a flooding issue in a laboratory or.
* Regularly introduces new ideas which will benefit the department and successfully implements them.

**Customer Service:** *The extent to which the employee works effectively with internal and external customers and/or clients to satisfy their service/product expectations.* The employee demonstrates a knowledge of products and services; gets the customer’s input; assesses their needs; focuses on finding solutions and/or offers alternatives; responds to requests for information, products, or services promptly, courteously, and effectively; etc.

If there are any modifications to the above content, list those here:

To Meet Expectations on Customer Service, the employee’s work must demonstrate and meet the following standards:

* Provides courteous, friendly and professional customer service.
* Discovers customer needs and helps them find solutions.
* Demonstrates knowledge of department and programs.
* Responds to requests for information/service promptly, courteously, and effectively.
* Works effectively and efficiently with all campus administrative offices and departments.
* Effective in resolving conflict only needing supervisor assistance on rare occasion.

To rate Exceptional Performer on Customer Service, the employee’s work must be clearly superior and consistently exceed expectations, for example:

* Supervisor receives positive feedback from external customers regarding exceptional customer service.
* Acts proactively and creatively to insure services and avoid unforeseen problems.
* Builds new relationships with members of industry, possible clients, visitors or new faculty when the opportunity arises.

**Communication:** *The degree to which the employee effectively communicates by actively listening and sharing relevant information with co-workers, supervisor(s) and clients so as to anticipate problems and ensure the effectiveness of Mines.* The employee keeps co-workers, supervisors, and customers informed; actively listens; provides clear instructions and expectations; and communicates effectively orally and in writing in a manner that is well organized, appropriate, and courteous; etc.

If there are any modifications to the above content, list those here:

To Meet Expectations on Communication, the employee’s work must demonstrate and meet the following standards:

* Communication is consistently appropriate to the purpose, and is engaging, clear, appropriate, and courteous.
* Keeps supervisor apprised of any issues within the department.
* Maintains effective and regular communication with supervisor, faculty/adjuncts, students, department head, and visitors accurately and in a timely and thorough manner.
* Written communications are clear, well organized, and generally free from error.
* Actively listens to instructions/expectations, and asks questions if needed.

To rate Exceptional Performer on Communication, the employee’s work must be clearly superior and consistently exceed expectations, for example:

* Supervisor constantly receives compliments regarding interactions and communications.
* Always presents an outgoing, friendly and professional demeanor and style, even in times of stress or difficult situations.
* Consistently improves communication strategies to demonstrate insight, sensitivity, and appropriateness to the purpose of the communication. Develops and applies new strategies to improve communication within the department.

Used only if the employee supervises others.

**Supervision/People Management:** The degree to which the supervisor assigns work, develops deadlines, and provides ongoing feedback; demonstrates leadership by promoting teamwork, diversity, and cooperation; provides opportunities and gives recognition; clarifies and communicates performance expectations; provides ongoing behavioral feedback and annual performance appraisals; exercises discipline and resolves conflict fairly and constructively; trains, coaches, and develops subordinates; delegates responsibility as appropriate; etc.

If there are any modifications to the above content, list those here:

To Meet Expectations on Supervision/People Management, the employee’s work must demonstrate and meet the following standards:

* Performance meets the supervision/people management expectations and the requirements of the position. Meets the high-performance standards of the School or Department.

To rate Exceptional Performer on Supervision/People Management, the employee’s work must demonstrate and meet the following standards:

* Performance is clearly superior, consistently exceeding the supervision/people management expectations required of the position.

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**Individual Performance Measure #1:**  (Describe the first IPM here.)

To Meet Expectations on IPM #1, the employee’s work must demonstrate and meet the following standards:

To rate Exceptional Performer on IPM #1, the employee’s work must be clearly superior and consistently exceed expectations:

**Individual Performance Measure #2:** (Describe the second IPM here.)

To Meet Expectations on IPM #2, the employee’s work must demonstrate and meet the following standards:

To rate Exceptional Performer on IPM #2, the employee’s work must be clearly superior and consistently exceed expectations:

**Individual Performance Measure #3:** (Describe the third IPM, if needed, here.)

To Meet Expectations on IPM #3, the employee’s work must demonstrate and meet the following standards:

To rate Exceptional Performer on IPM #3, the employee’s work must be clearly superior and consistently exceed expectations:

If more IPMs are needed, insert them here.

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**OVERALL PERFORMANCE RATING** -- Describe how the ratings on the above Core Competencies and IPMs will be combined to equal an Overall Performance Rating of:

Meets Expectations:

Exceptional Performer: