

**XAVIER UNIVERSITY OF LOUISIANA
DEPARTMENT OF HUMAN RESOURCES**

**PERFORMANCE EVALUATION PLAN
FOR
ADMINISTRATIVE CLERICAL SUPPORT POSITIONS**

Name of Employee _____

Job Title _____

Department _____

___ Probationary Evaluation Evaluation Period From _____ To _____

___ Annual Evaluation Evaluation Period From _____ To _____

RATING SCALE DEFINITIONS

3 Exceeds expectations: Consistently exceeds expectations, demonstrates overall excellence.

2 Meets expectations: Consistently meets expectations and performs duties and responsibilities according to established standards.

1 Unsatisfactory: Fails to perform duties and responsibilities according to standards, policies and procedures.

N/A Not applicable: Category description does not apply to employee.

PROFICIENCIES
ADMINISTRATIVE SKILLS

1. Completes tasks according to verbal or written instructions.	3	2	1	N/A
2. Completes projects and assignments according to timelines.	3	2	1	N/A
3. Proficient in using appropriate software and or equipment to complete assignments.	3	2	1	N/A
4. Understands and complies with department and university policies and procedures.	3	2	1	N/A

ADMINISTRATIVE SKILLS (cont'd.)

6. Ability to prioritize work and effectively perform multiple tasks.	3	2	1	N/A
7. Uses analytical skills to solve problems.	3	2	1	N/A
8. Exercises good judgment in making decisions.	3	2	1	N/A
9. Uses university resources effectively.	3	2	1	N/A

CUSTOMER SERVICE SKILLS

1. Responds courteously to all inquires.	3	2	1	N/A
2. Responds to electronic, written and verbal contacts accurately and in a timely manner.	3	2	1	N/A
3. Able to control crisis situations.	3	2	1	N/A

COMMUNICATION SKILLS

1. Ability to listen and understand what others are communicating.	3	2	1	N/A
2. Ability to communicate verbally and in writing.	3	2	1	N/A
3. Exercises courtesy in communicating on the telephone and in person.	3	2	1	N/A
4. Ability to provide accurate information to others regarding area of responsibility or department.	3	2	1	N/A

BEHAVIORIAL SKILLS

1. Complies with university guidelines for attendance and punctuality.	3	2	1	N/A
2. Reports to work on time and returns from lunch and breaks on time.	3	2	1	N/A
3. Works effectively with co-workers, students, faculty and staff.	3	2	1	N/A

BEHAVIORIAL SKILLS (cont'd.)

4. Willing to work beyond scheduled hours if required.	3	2	1	N/A
5. Willing to adapt to changes in policies, procedures and supervision.	3	2	1	N/A
6. Willingness to acquire new skills and knowledge.	3	2	1	N/A

SAFETY

1. Performs tasks according to safety standards and procedures.	3	2	1	N/A
2. Reports unsafe conditions or safety violations.	3	2	1	N/A

LEADERSHIP SKILLS

1. Ability to direct the work of others.	3	2	1	N/A
2. Ability to plan and organize own work and the work of others including work study or student employees.	3	2	1	N/A

RATING

Total Score _____ ÷ **Number of Descriptions** _____ = **Rating** _____

FOR PROBATIONARY EVALUATIONS ONLY

The Employee is recommended for Regular Status ___ Yes ___ No

DESCRIBE THE GOALS TO BE ACHIEVED DURING THE CURRENT EVALUATION PERIOD (Use additional pages if necessary):

DESCRIBE HOW THE EMPLOYEE ACHIEVED THE GOALS FOR THE CURRENT EVALUATION PERIOD (Use additional pages if necessary):

GOALS TO BE ACHIEVED DURING THE NEXT EVALUATION PERIOD (Use additional pages if necessary):

SUPERVISOR'S COMMENTS (Use additional pages if necessary):

EMPLOYEE'S COMMENTS (Use additional pages if necessary):

COMPLETED BY:

Signature of Supervisor

Date

APPROVED BY:

Signature and Title

Date

REVIEWED BY:

Signature of Employee

Date