

Descriptions and Explanations for the Tennessee Secretary Performance Appraisal

PLEASE NOTE: The following information is offered as a general guideline only. The descriptions of performance offered below are not (and therefore should not be considered as) an all-inclusive checklist or recipe for a particular rating. County and Regional Directors are responsible for defining specific applications of each standard to unique county needs and situations.

Skills and Knowledge

Grammar, Spelling, Punctuation

Unsatisfactory	Achieves Expectations	Exemplary
Work has frequent errors and often needs correction. Lack of or ineffective proofreading.	Work is accurate and free of spelling or sentence structure errors.	Is proficient in the use of grammar, spelling, punctuation. Offers suggestions for improved readability, and content.

Keyboarding/Typing

Unsatisfactory	Achieves Expectations	Exemplary
Types what is presented but doesn't always make corrections.	Very efficient typing skills and needs minimal instruction. Makes corrections on obvious errors. Gets clarification where needed.	Has excellent typing and keyboarding skills - consistently high output. Designs attractive correspondence. Exceptional first-time accuracy.

Computer Competency

Unsatisfactory	Achieves Expectations	Exemplary
Lacks the computer skills necessary to carry out duties successfully.	Is efficient in the computer programs currently used in the office. Consistently looks for new programs/technology that could be useful in job.	Grasps new technology quickly and applies to work assignments with enthusiasm. Has an ability to assist and teach others.

Office Machinery Use

Unsatisfactory	Achieves Expectations	Exemplary
Lacks ability to use office equipment effectively.	Makes efficient use of office equipment and tools.	Adapts quickly to new tools. Often recommends or selects new equipment.

Document Preparation, Layout, Creativity, Proper Format

Unsatisfactory	Achieves Expectations	Exemplary
Needs close supervision and direction with document preparation.	Is creative in preparing written materials and provides input on the proper format.	Researches new methods and builds new approaches to create improvements in document preparation and appearance.

Telephone Etiquette, Efficiency, and Procedure

Unsatisfactory	Achieves Expectations	Exemplary
Often sharp; unfriendly and occasionally rude.	Answers and/or routes incoming calls courteously and promptly.	Always cheerful. Excels in providing service promptly by phone or in person.

Office Procedures

Completes records/reports accurately and on time

Unsatisfactory	Achieves Expectations	Exemplary
Reports are often inaccurate and/or late.	Completed reports are neat, accurate, complete and on time.	Completes reports on or ahead of schedule. Always uses up-to-date forms and keeps up-to-date in reporting process or procedures. Keeps others informed on due dates and procedures.

Maintains a current filing system (Electronic & Hard Copy)

Unsatisfactory	Achieves Expectations	Exemplary
Lack of an efficient filing system. Is often unable to retrieve information in timely fashion.	Can retrieve what has been filed, keeps up-to-date filing system. Is able to assist others in disposing and retrieving information.	Organizes and maintains electronic and hard copy filing system. Keeps files up-to-date and disposes of out-dated material regularly. System allows others to find materials independently. Excellent skills in the disposition and retrieval of various types of information.

Handles correspondence appropriately (Electronic & Hard Copy)

Unsatisfactory	Achieves Expectations	Exemplary
Not very well organized or timely in handling correspondence or in the distribution of mail and/or messages.	Organizes and routes mail and messages (whether hard copies or by electronic mail) quickly and efficiently.	In addition to effective routing of information, letters, memorandums, draft responses, and other correspondence are prepared independently by either e-mail or hard copy as appropriate.

Observes office rules, procedures, and office hours

Unsatisfactory	Achieves Expectations	Exemplary
Has difficulty following work rules and is often absent and/or frequently reports late for work.	Reports on time for work. Approval for sick and annual leave is in accordance with policy and supervisor instructions. Knows and follows office and university policy or work rules.	Is consistently present and on time and always follows office rules and procedures.

Maintains orderly & efficient work space

Unsatisfactory	Achieves Expectations	Exemplary
Office space is often in disarray and unorganized.	Maintains an organized and efficient work space. Does not leave work area to be cleaned by others.	Work area is always organized and work space is utilized efficiently. Creates an efficient and orderly work environment reflecting a professional image for the entire office.

Effectively performs duties relative to inventories, supplies and publications

Unsatisfactory	Achieves Expectations	Exemplary
Publication and supply inventory is kept such that a surplus or insufficient supply often results.	Orders necessary supplies and publications needed to effectively perform office duties. Equipment inventory is accurate and up-to-date.	Researches and helps in selecting office supplies. Often makes recommendations. Keeps an accurate and up-to-date inventory of supplies, publications and equipment.

Relays messages accurately, efficiently, and promptly

Unsatisfactory	Achieves Expectations	Exemplary
Messages are often relayed late or not at all.	Messages are delivered promptly and correctly without delay.	Uses automation to improve efficiency of relaying messages accurately and promptly.

Work Habits

Management of Workload

Unsatisfactory	Achieves Expectations	Exemplary
Work not completed in timely manner. Must be reminded of assignments. Poor or little organization. Ability to manage more than one task at a time is limited.	Submits completed work on time and consistent with priorities. Manages work in an orderly and efficient manner.	Manages to complete work correctly and ahead of schedule, even under heavy work loads and pressure situations. Adapts quickly to change and moves on.

Attendance / Use of Time

Unsatisfactory	Achieves Expectations	Exemplary
<p>Frequently reports for work late. Frequently leaves the office for personal reasons. Frequently uses work time for personal reasons and/or lengthy personal phone calls. Does not make good use of time at work.</p>	<p>Arrives to work on time and stays on task. Does not abuse leave policy. Does not allow personal reasons to interfere with work. Makes good use of work time.</p>	<p>Gives high priority to regular attendance, being on time and prepared for service. Always informs office prior to being late or absent. Exemplary in time on task while at work.</p>

Commitment to Work, Follow-through, Dependability

Unsatisfactory	Achieves Expectations	Exemplary
<p>Needs close supervision. Resents being assigned non-routine tasks. Effort expended in completing work is below expected. Work is often late, incomplete, or incorrect.</p>	<p>Accepts responsibility and sees tasks to completion. Knows and follows instructions closely. All tasks are completed in timely fashion, with a minimum number of corrections required. Work is of good quality and accurate. Welcomes new responsibilities.</p>	<p>Self-motivated with a strong work ethic. Exerts maximum effort. Completes tasks on or ahead of schedule. Exhibits creativity and enthusiasm. Takes initiative to follow-up on problems with little or no supervision. Looks for ways to contribute to the Extension team without being asked.</p>

Flexibility

Unsatisfactory	Achieves Expectations	Exemplary
Slow to change. Wants to keep same routine. Displays negative attitude about anything new.	Expends necessary effort to make expected changes. Demonstrates some excitement about new things.	Adapts quickly to change and is creative in approaches to work. Looks for ways to improve. Performs well in multitask situations.

Takes Initiative and Ownership of Job

Unsatisfactory	Achieves Expectations	Exemplary
Minimum knowledge of his/her job. Must be consistently told what to do. Does not seek to learn job-related information and skills on own. Fails to accept responsibility.	Continually strives to improve working skills and knowledge. Learns quickly, requires little supervision. Readily adapts to changing office needs.	Demonstrates the abilities necessary for exemplary job performance. Requires very little supervision, learns new jobs rapidly and adjusts. Gains knowledge and skills in preparation for changing office needs.

Assists Co-workers in Adhering to Due Dates

Unsatisfactory	Achieves Expectations	Exemplary
Unaware of due dates or makes little effort to assist co-workers in meeting deadlines.	Aware of deadlines and assists staff in meeting them.	Strives to meet or beat deadlines with accuracy and efficiency. Encourages this practice throughout the office.

Professionalism

Displays a Desirable Professional Image

Unsatisfactory	Achieves Expectations	Exemplary
<p>Desk or work area cluttered and/or disorganized. Is not friendly to public. Does not exhibit good communication skills. Frequently dresses inappropriately for position.</p>	<p>Demonstrates professional skills and exhibits self-confidence. Is competent. Friendly to public. Work area is neat and organized to individual needs. Dress is appropriate for assignment.</p>	<p>Is recognized for outstanding job performance qualities. Image is duplicated by others. Projects an image of outstanding customer service and professionalism. Friendliness and helpfulness to the public and/or co-workers is outstanding.</p>

Responsiveness to Guidance

Unsatisfactory	Achieves Expectations	Exemplary
<p>Needs constant or frequent supervision. Very slow to progress after instructed. May be uncooperative.</p>	<p>Cooperative and works well with others. Willingly accepts direction and instruction when needed.</p>	<p>Very responsive to guidance in work. Accepts new responsibilities or procedures readily. Willingly puts guidance into action without requiring frequent prompting.</p>

Demonstrates Ethical Standards and Practices, Maintains Confidentiality

Unsatisfactory	Achieves Expectations	Exemplary
Demonstrates minimal respect for employer and others. Prone to gossip. Misuses university resources or position.	Follows Extension policies and procedures with few exceptions. Is trust worthy.	Is recognized by co-workers and clientele for honesty, loyalty and trust. Sets an example for others.

Maintains Effective Working Relationships with other Staff, the Public, Supervisors (teamwork)

Unsatisfactory	Achieves Expectations	Exemplary
Works only with co-workers to whom they are assigned. Does not work well with other staff and/or the public.	Willingly work with all co-workers within the county, public, and supervisors. Contributes to a total county team effort.	Strongly supports a team approach. Goes out of way to help other staff members and the public.

Effectively Communicates through Appropriate Channels, Handles Conflict Appropriately

Unsatisfactory	Achieves Expectations	Exemplary
Often violates chain of command. Fails to work through problems appropriately with co-workers and/or supervisors.	Follows and respects chain of command. Voices concerns and seeks to resolve differences appropriately.	Communicates well with co-workers and supervisors. Seeks to resolve issues before they become problems by addressing the appropriate person(s) directly. Seeks assistance when needed and at the appropriate level.

Pursues Appropriate Professional Development and Training

Unsatisfactory	Achieves Expectations	Exemplary
Does not take the initiative to learn new computer programs or to receive other job related training. Makes little or no effort to increase competence.	Displays a willingness to learn and participate in new computer programs and other training as they are made available.	Continually strives with enthusiasm to update computer knowledge and skills by learning new programs. Participates in training opportunities that present cutting edge information which is applicable to assignment.

Supports University Diversity, EEO/Civil Rights/AA Initiatives

Unsatisfactory	Achieves Expectations	Exemplary
Does not satisfactorily maintain civil rights files or records. Is not familiar with discrimination policies and procedures. May make comments which are derogatory toward a protected group.	Is familiar with and maintains the civil rights files or records. Is familiar with discrimination policies and procedures. Works willingly and pleasantly with all public.	Works with co-workers to maintain current civil rights records. Records are well organized and up to date. Is familiar with policies regarding diversity, Equal Employment Opportunity, civil rights and Affirmative Action initiatives. Shows sensitivity to clientele based upon their racial, ethnic, socioeconomic or disability needs.