

## UTIA Clerical Evaluation

Name Name Here Title Title

Department/Unit Department Date of Review 10/10/2005

Rating scores: E = exceeds expectations; M = meets expectations; U = unsatisfactory; NA = not applicable for this position

<b>Decision Making/Problem Solving</b>	
Deals with complex questions or issues and pulls together the right resources to follow through (involving others as appropriate) and provides suitable answers and solutions	
Utilizes creativity and innovation to solve problems	
Possesses sufficient knowledge of the University and UTIA to provide the general public with prompt and accurate information	
<b>Decision Making/Problem Solving Rating</b>	
<b>Communication Skills</b>	
Demonstrates appropriate and professional telephone etiquette	
Verbal communication is concise, factual and clear	
Written communication is concise, factual and clear	
Prepares correspondence independently at direction of supervisor	
Responds to inquiries in a timely manner	
<b>Communication Skills Rating</b>	
<b>Teamwork and Relationships with Others</b>	
Works well as a member of the organizational team and supports team efforts	
Handles assignments and tasks of co-workers during necessary short-term absences	
Resolves disagreements/problems and conflict in a constructive and professional manner	
Effectively supervises work of others (for those in supervisory positions)	
Maintains effective working relationships with other staff, faculty, students, clients, the public and supervisors	
<b>Teamwork and Relationships with Others Rating</b>	
<b>Information Management</b>	
Proficient in using word processing, spreadsheet, presentation, e-mail, scheduling and other software as needed for the position	

Maintains current filing system (electronic and hard copy) as user friendly system for others in office	
Retrieves information quickly and efficiently from various sources including the Internet and UT databases	
Independently generates reports, summaries and presentations	
<b>Information Management Rating</b>	
<b>Work Habits and Attitude</b>	
Interact with constituents in a caring manner and recognizes the importance of customer satisfaction	
Accepts responsibility and initiates action with a positive attitude	
Uses time wisely and is dependable in reporting work station as scheduled	
Completes assigned tasks, records and reports accurately and in a timely and productive manner	
Follows UT and UTIA policies and procedures and uses resources wisely	
Utilizes office equipment efficiently (fax, copier, laminator, overheads etc.)	
<b>Work Habits and Attitude Rating</b>	

Describe what the employee is doing well:

Describe what the employee needs to improve and state specific ways the employee can improve in these areas:

<b>Overall Performance Rating</b>	
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Employee Signature \_\_\_\_\_  
Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_  
Date \_\_\_\_\_

ADMF 152 (02/03)