

Essex County College
Performance Evaluation Guide
Non Instructional Personnel

Fraternal Order of Police
Security Association and Support Staff Association

Part I: *PERFORMANCE RATING DEFINITIONS*

OUTSTANDING

- Functions in an outstanding manner; exceeds goals in all major job responsibilities
- Outstanding producer
- Extremely accurate worker
- Performs all tasks in an exceptional manner
- Requires initial supervision only
- Superior ability to perform or supervise

EXCEEDS REQUIREMENTS

- Performs job in a superior fashion
- More than fulfills essential requirements
- Exceeds most major goals and functions well in all ranges of the job responsibilities
- Requires little or no supervision

MEETS REQUIREMENTS

- Performance meets the job standards and is what is expected of an employee performing the total responsibilities of the job
- Fulfills essential requirements
- Performs all tasks satisfactorily
- Requires normal supervision

NEEDS IMPROVEMENT

- Performs at a less than adequate level in some respects. Is able to meet goals in some areas, but does not function fully in all ranges of job responsibility
- Shows need for some further training or improvement
- Individual performs some tasks satisfactorily, but not all
- Requires more than normal supervision
- Sometimes performs below job standards
- This rating should serve as a warning to improve performance

INADEQUATE

- Job performance is unsatisfactory. Employee should be terminated if improved performance is not demonstrated in a prescribed period
- Shows need for general training
- Individual fails to perform many tasks
- Requires close and constant supervision
- This rating can constitute probationary status

Part II: PERFORMANCE STANDARDS

QUALITY OF WORK

- A. Maintains high quality in work output; exceptionally productive.
- B. Volume of work and quality of work produced exceed the standard.
- C. The degree of accuracy and the thoroughness of work produced meet the expected standard.
- D. Constant supervisory oversight is necessary to insure that work is completed in accordance with acceptable standards.
- E. Cannot produce error-free quality work; productivity is extremely poor.

INITIATIVE DISPLAYED

- A. Can always be relied on to take action on his/her own judgment. Never needs to be prompted on when to act.
- B. Will always take action; is self-motivated.
- C. Will act in accordance with the job function. May require prompting from time to time.
- D. Occasionally acts on his/her own judgment but frequently needs to be told to do so; needs reassurance.
- E. Consistently waits for things to happen. Needs to be told what action is necessary. Doesn't anticipate what needs to be done.

MEETING EXPECTATION – Work Schedules, Objectives, Deadlines

- A. Always achieves established priorities; effectively plans work schedules, objectives and accomplishes deadlines.
- B. Demonstrates the ability to effectively plan work assignments; always operates within expected timelines.
- C. Coordinates and organizes workflow within area of responsibility; normally achieves departmental objectives and meets deadlines.
- D. With constant supervision or coaching, occasionally achieves work objectives; frequently does not meet deadlines.
- E. Unable to coordinate or organize workflow; cannot achieve departmental objectives nor meet prescribed performance timelines.

INTERPERSONAL RELATIONSHIPS AFFECTING THE JOB

- A. Productive relationships with co-workers, students and the college community; works well with external agencies; group motivating; contributes to high morale.
- B. Consistently productive relationships with co-workers, students and the college community; deals with conflicts effectively; helpfully stimulates others to work cooperatively.
- C. Good working relationships; contributes to cooperative work; does not arouse antagonism nor impede constructive work.
- D. Occasionally arouses antagonism or create needless conflict – this does not always have serious consequences but it does not contribute to a productive work environment.
- E. Generally tends to impede cooperative work; antagonizes others; creates conflict that adversely affects staff morale.

JUDGMENT

- A. Have outstanding analytical ability and judgment. Can be depended upon in all situations.
- B. Displays sound judgment; does not require coaching.

- C. Normally uses good judgment, but not on a consistent basis.
- D. Occasionally displays sound judgment, but requires considerable direction.
- E. Lacks good judgment.

JOB KNOWLEDGE

- A. Understands job, methods and procedures very well, extremely accurate; interprets and follows instructions without supervision, far exceeds follow thru requirement standard; skillful at solving problems.
- B. Has an in-depth understanding of the job; rarely makes mistakes; follows instructions; does more than expected; exceeds follow thru standard, resolves problems with little or no intervention.
- C. Knowledgeable; occasional mistakes; follows instructions well; does what is required and expected; good follow thru; solves most problems.
- D. Some knowledge, doesn't always follow instructions; does less than what is required; follows thru sometimes; requires assistance in handling routine problems.
- E. Limited knowledge; careless; sloppy; exhibits little interest in improvement; does not follow instructions; does not do what is routinely required; does not have the skills nor knowledge base to complete repetitive assignments.

ATTENDANCE

- A. Always present and is punctual; generally comes in early and leaves late.
- B. Present and punctual; volunteers to work beyond scheduled hours.
- C. Usually present and punctual; has a valid bonafide excuse, if absent.
- D. Absent and/or comes in late too frequently.
- E. Time and attendance is far below the acceptable standard.

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