**Employee Name:** Enter Employee’s Full Name

**Job Title:** Enter Employee’s Job Title

**Date of Performance Review:** Enter Date of Performance Review Completion

**Definitions**

**Outstanding:** Performance is distinguished and far exceeds requirements of the job.

**Exceeds Expectations:** Performance is exceptional and usually exceeds job requirements.

**Meets Expectations:** Meets all job requirements.

**Needs Improvement:** Performance is below the standards and requirements of the job.

**Not Effective:** Performance is well below requirements of the job and is unacceptable.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Outstanding** | **Exceeds Expectations** | **Meets Expectations** | **Needs Improvement** | **Not Effective** |
| Greets clients and visitors in a professional and welcoming manner as they enter the Community Resource Center |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Answers and transfers phone calls to staff |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Listens to client issues and direct clients to appropriate staff/organization |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Responds to client inquiries in polite and timely manner |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Markets and explains community services to clients |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Serves as first line of contact between client and POC |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Escalates issues to appropriate staff as necessary |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Keeps a clean and professional reception area |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Distributes mail |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Opens and closes building |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Checks email each day at beginning and end of shift and alert the next shift of any issues |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Serves as initial contact for building maintenance related issues |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Keeps community resource flyers in front lobby updated |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Contributes to team effort by accomplishing related tasks as needed |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |