**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** |
| 1. **Knowledge and Skills** |  |  |  |  |  |
| **Job Knowledge**  Processes and applies the necessary knowledge and skills for the position. |  |  |  |  |  |
| Professional Development  Participates in training programs and takes advantage of educational opportunities. |  |  |  |  |  |
| 1. **Planning & Management** |  |  |  |  |  |
| **Planning**  Demonstrates ability to plan and schedule work activities effectively, arranges workload to get desired results, accommodates changing need by adopting alternate plans, and copes well with unexpected occurrences through proper planning. |  |  |  |  |  |
| **Problem Solving**  Demonstrates ability to evaluate problems and situations calmly and identify problem areas which need to be addresses. |  |  |  |  |  |
| **Time Management**  Organizes work to use time effectively and efficiently. |  |  |  |  |  |
| 1. **Performance** |  |  |  |  |  |
| **Meeting Deadlines**  Works effectively under heavy workload and meets agreed-upon deadlines. |  |  |  |  |  |
| **Decision Making**  Demonstrates effective decision making skills. Makes suggestions and demonstrates initiative in executing directed tasks. |  |  |  |  |  |
| **Following Instructions**  Follows directions and asks questions as necessary to meet desired results. |  |  |  |  |  |
| 1. **Communication and Customer Service** |  |  |  |  |  |
| **Oral Communication**  Demonstrates effective oral communication skills and conveys information in a clear and concise manner. |  |  |  |  |  |
| **Written Communication**  Demonstrates effective written communication skills and conveys ideas and information in written format. Prepares and completes clearly written, well-organized documents free of errors. |  |  |  |  |  |
| **Peer Relations**  Cooperates with others to effectively and efficiently accomplish work and help create and maintain good working relations, provide assistance and back-up when necessary. |  |  |  |  |  |
| 1. **Professional Conduct** |  |  |  |  |  |
| **Punctuality and Attendance**  Works required hours, arrives punctually to work and scheduled meetings. |  |  |  |  |  |
| **Accountability**  Accepts responsibility for actions and/or accomplishments. |  |  |  |  |  |