

**RELIABILITY/DEPENDABILITY** – Consistently demonstrate accountability for actions; can be counted on to follow through and achieve results.

Tasks	Exceeds Expectations	Meets Expectations	Does Not Meet Expectations
General	<ul style="list-style-type: none"> <li>• Exceptionally conscientious of the quality of service provided by themselves, their team, and the unit.</li> <li>• Has reputation for consistently going above and beyond the call of duty.</li> <li>• Exceptionally accountable.</li> </ul>	<ul style="list-style-type: none"> <li>• Consistently accepts personal responsibility for dependability and reliability for accomplishing all tasks.</li> <li>• Assists others to improve the team's performance.</li> <li>• Understands the need to be transparent and admits mistakes openly.</li> <li>• Promptness and attendance is the standard.</li> </ul>	<ul style="list-style-type: none"> <li>• Denies responsibility for personal actions and work.</li> <li>• Often transfers blame for problems onto others, the system, etc.</li> <li>• Fails to recognize that success of unit and team is based on success of each individual.</li> <li>• Does not meet attendance standards and does not report for work on time.</li> </ul>
Professionalism	<ul style="list-style-type: none"> <li>• Work and work areas are consistently clean, neat and orderly.</li> <li>• Goes out of way to clean other areas or make suggestions about ways to bring more order to the company.</li> <li>• Trustworthy and discrete with information of a sensitive or confidential nature. Consistently seen as a role model for professionalism.</li> <li>• Continually and consistently helps others within the unit to improve their professionalism.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintains a clean, professional and organized work area.</li> <li>• Reliably handles confidential information.</li> <li>• Makes positive comments to others about their professional manner.</li> <li>• Projects a positive image by speaking positively about customers, staff and supervisor when interacting with others. Is an ambassador for OSU.</li> <li>• Shows respect for others by giving staff member or customer the benefit of the doubt. Judges favorably first, empathizes and doesn't blame.</li> </ul>	<ul style="list-style-type: none"> <li>• Tendency to be careless, untidy and uncertain about location of paperwork.</li> <li>• Handles confidential information in a careless manner.</li> <li>• Makes occasional negative comments to others about their handling of a situation.</li> </ul>
Focus	<ul style="list-style-type: none"> <li>• Self directed, takes initiative, follows-up and provides support without being asked.</li> <li>• Consistently finishes own work on time or ahead of schedule.</li> </ul>	<ul style="list-style-type: none"> <li>• Works according to procedures with a minimal amount of supervision, follow up, direction, or support.</li> <li>• Finishes own work on schedule.</li> <li>• Understands how to prioritize tasks and responsibilities in conjunction with serving team members and customers.</li> </ul>	<ul style="list-style-type: none"> <li>• Needs regular supervision, follow-up, direction, and/or support.</li> <li>• Often needs help to finish own work.</li> <li>• Keeps people waiting.</li> <li>• Ignores work that has to be done.</li> <li>• Let's others do assigned tasks.</li> </ul>

<p>Focus (continued)</p>	<ul style="list-style-type: none"> <li>• Reorganizes work and priorities to accept new responsibilities, discarding non-essential work.</li> <li>• Keeps track of several tasks at once, moving toward completion.</li> <li>• Takes responsibility for problem resolution wherever possible, going beyond assigned work where appropriate.</li> <li>• Negotiates workable deadlines with others to balance workload.</li> <li>• Gives undivided and individual attention to every staff member or customer without delay in service or impeding the work of others.</li> </ul>	<ul style="list-style-type: none"> <li>• Groups similar work assignments together, then does them at the same time.</li> <li>• Let's others know in time if something of higher priority comes in and a job won't get done and asks for help.</li> </ul>	<ul style="list-style-type: none"> <li>• Requires constant reminders about doing tasks.</li> <li>• Unenthusiastic in arranging their own workload.</li> <li>• Tendency to stretch out assignments to conform to the established working hours.</li> <li>• Procrastinates and leaves monthly things to last few days of month.</li> </ul>
<p>Service Orientation</p>	<ul style="list-style-type: none"> <li>• Treats staff and customers as top priority, clearly communicates their importance, and demonstrates effort to meet all requests and needs.</li> <li>• Consistently helps staff members to succeed.</li> <li>• Consistently follows procedures and policies, problem solving in pursuit of high quality customer service.</li> <li>• Pays attention and anticipates needs.</li> <li>• Regularly assists others both inside and outside one's personal area of responsibility.</li> <li>• Enthusiastically does the difficult or undesirable work and assists others in completing their tasks.</li> </ul>	<ul style="list-style-type: none"> <li>• Acts effectively to solve problems in a timely fashion.</li> <li>• Interacts well with staff members and customers.</li> <li>• Helps staff members to succeed.</li> <li>• Assists others positively and readily at their request.</li> <li>• Concerned about the quality of work provided by the department.</li> <li>• Looks for over-busy people and offers to lend a hand.</li> <li>• Posts records on time as information comes in, so that records are always up to date and accurate.</li> <li>• Arranges information and records with an eye toward easy, useful retrieval.</li> <li>• Helps with the difficult or undesirable work.</li> </ul>	<ul style="list-style-type: none"> <li>• Does not demonstrate interest in staff member or customer needs or concerns.</li> <li>• Supports coworkers upon their request.</li> <li>• Does not notice other staff's needs or problems.</li> <li>• Say's "That's not my job...I'm not getting paid to do that."</li> <li>• Accepts work grudgingly.</li> </ul>

<p>Accountability</p>	<ul style="list-style-type: none"> <li>• Consistently comes to work on time and engages in constructive work during assigned shift.</li> <li>• Keeps supervisor apprised of whereabouts while at work.</li> <li>• Anticipates the need for leave and informs supervisor of expected time off for any purpose.</li> <li>• Earns respect of staff, customers, and supervisor by consistently and judiciously managing the use of leave by keeping others informed about projects, tasks, or location of important information or things in their absence.</li> <li>• Takes full responsibility for own work and actions.</li> </ul>	<ul style="list-style-type: none"> <li>• Consistently comes to work on time and engages in constructive work during assigned shift.</li> <li>• Keeps supervisor apprised of whereabouts while at work.</li> <li>• Anticipates the need for leave and informs supervisor of expected time off for any purpose.</li> <li>• Manages use of leave by keeping positive leave balances and communicates with others about projects, tasks, or location of important information or things in their absence.</li> <li>• Takes responsibility for own work and actions.</li> </ul>	<ul style="list-style-type: none"> <li>• Uses all available leave each month.</li> <li>• Does not begin work at the beginning of the shift and does not remain focused on the job or work at hand.</li> <li>• Does not come to work on time.</li> <li>• Occasionally may deny responsibility for personal actions and work.</li> <li>• Takes responsibility for some of own service quality, attributes responsibility to others.</li> </ul>
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