**TECHNICAL SKILLS** – Possesses and demonstrates technical, general, or other specific knowledge and skills required to perform job duties.

**Tasks**  **Exceeds Expectations** **Meets Expectations** **Does Not Meet Expectations**

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| General | * Seen as a key resource in a number of areas.
* Highly skilled at deploying organizational resources to maximize service efficiency and effectiveness.
* Consistently pursues solutions to complex challenges.
 | * Applies a broad variety of skills and knowledge to creative­ly resolve customer or staff needs. Plans and orga­nizes work activities for maximum productivity.
* Under­stands and suc­cessfully utilizes unit resources on an inde­pendent basis.
 | * Minimal understanding of job and related processes, guidelines, policies and procedures or technical resources.
* Does not draw on past experience or available re­sources.
* Tends to give up when issue is compli­cated or not readily solvable.
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| Accuracy | * Requires no checking or corrections, accuracy is a high priority.
* Motivates others to keep accuracy a priority.
 | * Requires little checking of work, is thorough, exact and precise most of the time.
* Answers questions accurately in understandable terms.
* Finds right answer regarding a procedure before giving instruc­tion or advice to customer or another employee.
* Follows step by step procedure while learning a job to make sure no important steps are missed.
* Helps others stay accurate as problems arise.
* Notices inconsistencies or ways to improve existing policies/procedures, and mentions it to supervisor.
* Works carefully so it is done right and doesn’t need to be done twice.
 | * Makes errors in judgment and works inconsistent with desired quality.
* Knowingly covers up mistakes.
* Provides incomplete or inaccurate information to others.
* Makes up an answer when unsure.
* Work is often incomplete, inaccurate, or late.
* Infrequently notes problems with current processes, guidelines, policies and procedures or technical resources to others.
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| Training | * Keeps abreast of new and evolving relevant skills or technology and best practices.
* Has on-going program of self-improvement to expand job knowledge and skills.
 | * Aware of new and evolving relevant skills or technology and best practices.
* Aware of the need for self-improvement to expand job knowledge and skills.
 | * Does not seek to improve skills or current technology and is unaware of best practices.
* Unaware of the need for self-improvement to expand job knowledge and skills.
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| Job Knowledge | * Consistently stays current on all processes, guidelines, policies and procedures or technical resources.
* Helps others to understand and incorporate new policies, procedures and products.
* Contributes to the development of new processes, guidelines, and policies and procedures or technical resources.
* Is utilized as a key resource.
* Is relied upon for job knowledge in area of expertise.
* Anticipates and answers customer or staff questions accurately, independently, and in understandable terms.
 | * Competent in job knowledge and works to keep it current.
* Answers customer’s and staff questions accurately.
* Understands, follows and stays current on all unit processes, guidelines, policies and procedures or technical resources.
* Knows where to find procedure or method if needed.
* Explains reason for following processes, guidelines, policies and procedures to assist others.
 | * Minimal understanding of available processes, guidelines, policies and procedures or technical resources.
* Lacks understanding of the business related needs of the unit.
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| Quantity of Work/ProductivityQuantity of Work/Productivity(continued) | * Consistently stays current on all processes, guidelines, policies and procedures or technical resources.
* Helps others to understand and incorporate new policies, procedures and products.
* Contributes to the development of new processes, guidelines, and policies and procedures or technical resources.
* Is utilized as a key resource.
* Is relied upon for job knowledge in area of expertise.
* Anticipates and answers customer or staff questions accurately, independently, and in understandable terms.
 | * Completes what is expected thoroughly, positively, and on or ahead of schedule.
 | * Lacks consistency or chooses to disregard processes, guidelines, policies and procedures.
* Does not utilize technical resources.
* Does not let others know where they are at with deadlines.
* Unable to keep pace with expected workload.
* Does not retain resources and continually asks for help.
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| Service Quality | * Receives compliments from customers and staff about quality of service.
* Takes the initiative to call customers or co-worker to clear up details before continuing with work.
* Strong ability to identify areas within processes, guidelines, policies and procedures where flexibility in application may occur allowing customers needs to be met.
* Consistently inspires confidence in customers and staff by being thorough and personable.
 | * Actively pursues the customers’ business.
* Offers alternatives and solutions - not problems.
* Says “I can” instead of “I can’t”.
* Responds quickly, professionally and positively to every visitor or customer - "How may I help you?"
* Receives occasional compliments from customers or staff about quality of service.
* Each telephone call is answered and handled professionally, quickly, and accurately.
* Determines customers needs by clarifying their request, offering alternatives and suggesting.
* Performs all requests with a smile.
* Displays a glad to help you attitude.
* “Delight” the customers to insure that each encounter ends with total satisfaction.
 | * Does not respond to inquiries when unclear of action to be taken.
* Receives complaints from customers or staff about quality of service.
* Does not offer solutions and dwells on the problems.
* Says “I can’t” instead of “I can.”
* Does not respond quickly, professional and positively to visitors, customers, or staff.
* Allows co-workers to answer the telephone and does not respond in a professional, timely or accurate manner.
* Does not determine or clarify requests, leave the customer hanging.
* Does not perform requests with a smile or with a helpful attitude.
* Encounters end abruptly, without positive resolution.
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