

**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
General	<ul style="list-style-type: none"> <li>• Seen as a key resource in a number of areas.</li> <li>• Highly skilled at deploying organizational resources to maximize service efficiency and effectiveness.</li> <li>• Consistently pursues solutions to complex challenges.</li> </ul>	<ul style="list-style-type: none"> <li>• Applies a broad variety of skills and knowledge to creatively resolve customer or staff needs. Plans and organizes work activities for maximum productivity.</li> <li>• Understands and successfully utilizes unit resources on an independent basis.</li> </ul>	<ul style="list-style-type: none"> <li>• Minimal understanding of job and related processes, guidelines, policies and procedures or technical resources.</li> <li>• Does not draw on past experience or available resources.</li> <li>• Tends to give up when issue is complicated or not readily solvable.</li> </ul>
Accuracy	<ul style="list-style-type: none"> <li>• Requires no checking or corrections, accuracy is a high priority.</li> <li>• Motivates others to keep accuracy a priority.</li> </ul>	<ul style="list-style-type: none"> <li>• Requires little checking of work, is thorough, exact and precise most of the time.</li> <li>• Answers questions accurately in understandable terms.</li> <li>• Finds right answer regarding a procedure before giving instruction or advice to customer or another employee.</li> <li>• Follows step by step procedure while learning a job to make sure no important steps are missed.</li> <li>• Helps others stay accurate as problems arise.</li> <li>• Notices inconsistencies or ways to improve existing policies/procedures, and mentions it to supervisor.</li> <li>• Works carefully so it is done right and doesn't need to be done twice.</li> </ul>	<ul style="list-style-type: none"> <li>• Makes errors in judgment and works inconsistent with desired quality.</li> <li>• Knowingly covers up mistakes.</li> <li>• Provides incomplete or inaccurate information to others.</li> <li>• Makes up an answer when unsure.</li> <li>• Work is often incomplete, inaccurate, or late.</li> <li>• Infrequently notes problems with current processes, guidelines, policies and procedures or technical resources to others.</li> </ul>

<p>Training</p>	<ul style="list-style-type: none"> <li>Keeps abreast of new and evolving relevant skills or technology and best practices.</li> <li>Has on-going program of self-improvement to expand job knowledge and skills.</li> </ul>	<ul style="list-style-type: none"> <li>Aware of new and evolving relevant skills or technology and best practices.</li> <li>Aware of the need for self-improvement to expand job knowledge and skills.</li> </ul>	<ul style="list-style-type: none"> <li>Does not seek to improve skills or current technology and is unaware of best practices.</li> <li>Unaware of the need for self-improvement to expand job knowledge and skills.</li> </ul>
<p>Job Knowledge</p>	<ul style="list-style-type: none"> <li>Consistently stays current on all processes, guidelines, policies and procedures or technical resources.</li> <li>Helps others to understand and incorporate new policies, procedures and products.</li> <li>Contributes to the development of new processes, guidelines, and policies and procedures or technical resources.</li> <li>Is utilized as a key resource.</li> <li>Is relied upon for job knowledge in area of expertise.</li> <li>Anticipates and answers customer or staff questions accurately, independently, and in understandable terms.</li> </ul>	<ul style="list-style-type: none"> <li>Competent in job knowledge and works to keep it current.</li> <li>Answers customer's and staff questions accurately.</li> <li>Understands, follows and stays current on all unit processes, guidelines, policies and procedures or technical resources.</li> <li>Knows where to find procedure or method if needed.</li> <li>Explains reason for following processes, guidelines, policies and procedures to assist others.</li> </ul>	<ul style="list-style-type: none"> <li>Minimal understanding of available processes, guidelines, policies and procedures or technical resources.</li> <li>Lacks understanding of the business related needs of the unit.</li> </ul>
<p>Quantity of Work/ Productivity</p>	<ul style="list-style-type: none"> <li>Consistently stays current on all processes, guidelines, policies and procedures or technical resources.</li> <li>Helps others to understand and incorporate new policies, procedures and products.</li> <li>Contributes to the development of new processes, guidelines, and policies and procedures or technical resources.</li> <li>Is utilized as a key resource.</li> <li>Is relied upon for job knowledge in area of expertise.</li> </ul>	<ul style="list-style-type: none"> <li>Completes what is expected thoroughly, positively, and on or ahead of schedule.</li> </ul>	<ul style="list-style-type: none"> <li>Lacks consistency or chooses to disregard processes, guidelines, policies and procedures.</li> <li>Does not utilize technical resources.</li> <li>Does not let others know where they are at with deadlines.</li> <li>Unable to keep pace with expected workload.</li> <li>Does not retain resources and continually asks for help.</li> </ul>

Quantity of Work/ Productivity (continued)	<ul style="list-style-type: none"> <li>• Anticipates and answers customer or staff questions accurately, independently, and in understandable terms.</li> </ul>		
Service Quality	<ul style="list-style-type: none"> <li>• Receives compliments from customers and staff about quality of service.</li> <li>• Takes the initiative to call customers or co-worker to clear up details before continuing with work.</li> <li>• Strong ability to identify areas within processes, guidelines, policies and procedures where flexibility in application may occur allowing customers needs to be met.</li> <li>• Consistently inspires confidence in customers and staff by being thorough and personable.</li> </ul>	<ul style="list-style-type: none"> <li>• Actively pursues the customers' business.</li> <li>• Offers alternatives and solutions - not problems.</li> <li>• Says "I can" instead of "I can't".</li> <li>• Responds quickly, professionally and positively to every visitor or customer - "How may I help you?"</li> <li>• Receives occasional compliments from customers or staff about quality of service.</li> <li>• Each telephone call is answered and handled professionally, quickly, and accurately.</li> <li>• Determines customers needs by clarifying their request, offering alternatives and suggesting.</li> <li>• Performs all requests with a smile.</li> <li>• Displays a glad to help you attitude.</li> <li>• "Delight" the customers to insure that each encounter ends with total satisfaction.</li> </ul>	<ul style="list-style-type: none"> <li>• Does not respond to inquiries when unclear of action to be taken.</li> <li>• Receives complaints from customers or staff about quality of service.</li> <li>• Does not offer solutions and dwells on the problems.</li> <li>• Says "I can't" instead of "I can."</li> <li>• Does not respond quickly, professional and positively to visitors, customers, or staff.</li> <li>• Allows co-workers to answer the telephone and does not respond in a professional, timely or accurate manner.</li> <li>• Does not determine or clarify requests, leave the customer hanging.</li> <li>• Does not perform requests with a smile or with a helpful attitude.</li> <li>• Encounters end abruptly, without positive resolution.</li> </ul>