

Performance Factor Descriptions

| | Performance Factor | Description |
|----------------------------------|---|--|
| ACHIEVEMENT (Results) | Goal Achievement | Overall extent to which employee accomplishes established Ratee goals. |
| | Quality of Work | Overall extent to which employee thoroughly and accurately meets the quality criteria. |
| | Quantity of Work | Overall extent to which employee produces an acceptable amount of work as defined in the quantity criteria. |
| | Timeliness | Overall extent to which employee meets specified schedules and deadlines. |
| JOB RELATED | Communication | Effective expression of ideas, concepts or directions in individual or group situations, using supportive gestures, voice level and organization of materials. If communication is written, thoughts are expressed with appropriate grammar, organization and structure. |
| | Customer Service | Identifies and meets customer (internal and external) needs. |
| | Decisiveness | Readiness to make decisions, render judgments, and take actions based upon logical analysis of alternatives, evaluations of risks and benefits, and priority setting. |
| | Flexibility | Adapts behavior and work methods in response to changing conditions, new information, emergency situations and/or shifting priorities. |
| | Interpersonal Skills | Uses interpersonal skills to take charge, direct, motivate or coordinate activities to achieve results and follow up. |
| | Job Knowledge/Skills | Extent to which employee knows the details of the job. Understands job and applies necessary technical knowledge and skills. |
| | Leadership | Influencing individual and/or groups toward desired behaviors and results by accepting suitable leadership styles, using interpersonal skills and influencing organizational values and systems. |
| | Managing Resources | Identifies all physical plant, material, vendor and staff resources required to complete operational projects; uses allocated resources effectively and efficiently. Regarding staff sets performance expectations; appraises employee performance; provides feedback; develops employees; promotes cooperation and teamwork; identifies employees' needs and works with them to improve; encourages adherence to core values. |
| | Managing/Valuing Diversity | Builds, maintains, and/or contributes to a work environment that is fair, equitable, inclusive and cooperative in valuing individual differences such as culture, race, ethnicity, religion, gender, sexual orientation, physical attributes, lifestyles, interests, values or other differences. |
| | Planning, Organizing and Evaluating | Determines objectives and strategies; coordinates with other parts of the organization to accomplish goals; monitors and evaluates the progress and outcomes of operational plans; anticipates potential threat or opportunities to achievement of objectives and strategies. |
| | Problem Solving | Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments. |
| | Safety | Contributes to a safe and secure working environment for self and others in the performance of the job functions and the delivery of services. |
| | Self Management | Sets well-defined and realistic courses of action to accomplish tasks or objectives; monitors own progress in order to achieve goals. |
| | Team Building | Creation of unity purpose through development of a shared vision and shared objectives; and through appropriate delegation and shared accountability for results. |
| Teamwork 1 | Works collaboratively in a group as a team member to accomplish stated goals. | |