

|                  |  |
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| <b>Subject</b>   |  |
| <b>Evaluator</b> |  |
| <b>Date</b>      |  |

| <b>Criteria</b>                                | <b>Description</b>  | <b>Eric</b> | <b>Emy</b> | <b>Annette</b> | <b>Brad</b> | <b>Comments</b> |
|--|---|-------------|------------|----------------|-------------|-----------------|
| <b>Communication</b>                           | Listens effectively, communicates effectively, provides accurate and relevant information, seeks clarification, uses acceptable language, uses appropriate grammar, offers feedback in a constructive manner.   | 4           | 5          | 4              | 4           |                 |
| <b>Customer Service</b>                        | Focuses attention on service recipient, demonstrates behavior that reflects positively on the courts, maintains a neutral attitude and treats all service recipients with respect, provides current and accurate information, is responsive to service recipient's needs, follows through on commitments. | 5           | 6          | 5              | 4           |                 |
| <b>Organizational Skills</b>                   | Meets deadlines, prioritizes tasks, produces accurate work, requires little or no assistance to meet established schedules and tasks, adapts to change designed to meet fluctuating needs.  | 6           | 5          | 5              | 4           |                 |
| <b>Personal Leadership/Orientation to Work</b> | Exhibits enthusiasm and initiative, uses good judgment, maintains and encourages a positive atmosphere, is willing to be creative (flexible), willing to volunteer, willing to help others.   | 6           | 6          | 3              | 3           |                 |
| <b>Problem Solving</b>                         | Identifies problems and areas needing attention, locates needed information and resources to make sound decisions (facilitate a solution), is creative and versatile in seeking solutions, implements appropriate solutions to problems.  | 6           | 6          | 3              | 3           |                 |
| <b>Professional Development</b>                | Completes assigned training, takes on new tasks, searches for and implements improved practices, participates in on-the-job training, guides, coaches, or is seen as a mentor to others.  | 4           | 4          | 3              | 4           |                 |

| Criteria                                     | Description   | Eric | Emy | Annette | Brad | Comments |
|--|---|------|-----|---------|------|----------|
| <b>Professionalism</b>                       | Interacts/approaches others professionally, knows/adheres and supports policies, procedures and standards of the organization, accepts responsibility and accountability for one's own actions and performance, exhibits appropriate skill level and knowledge which inspires respect and confidence, seeks to improve job knowledge and skills, prepared and ready to work on schedule, treats everyone fairly regardless of race, color, gender, sexual orientation, national origin, age, religion, socioeconomic status, or disability. | 4    | 6   | 6       | 4    |          |
| <b>Teamwork</b>                              | Expresses ideas or concerns to other team members constructively, provides assistance to others when needed, does an equitable share of the unit's work, listens and participates in team discussions, follows through on team commitments, operates in a cooperative manner to achieve established objectives and goals, coordinates work with other units, when needed.   | 5    | 6   | 4       | 4    |          |
| <b>Supervisor Common Essential Functions</b> | Identifies and utilizes strengths of staff, delegates/assigns work equitably and maintains accountability, reviews work and identifies individual staff needs, provides timely and effective performance appraisals, provides effective orientation for new staff, assesses staff development needs and implements ongoing training, clearly defines work and expectations for the team, is available, understands and appreciates cultural competency, supports and enforces organizational policies and procedures.                       | 5    |     |         |      |          |
| <b>Essential Function 1</b>                  |   | NA   |     |         |      |          |
| <b>Essential Function 2</b>                  |   | NA   |     |         |      |          |
| <b>Essential Function 3</b>                  |   | NA   |     |         |      |          |

| Criteria              | Description | Eric     | Emy               | Annette           | Brad              | Comments |
|-----------------------|-------------|----------|-------------------|-------------------|-------------------|----------|
| Essential Function 4  |             | NA       |                   |                   |                   |          |
| Essential Function 5  |             | NA       |                   |                   |                   |          |
| Essential Function 6  |             | NA       |                   |                   |                   |          |
| Essential Function 7  |             | NA       |                   |                   |                   |          |
| Essential Function 8  |             | NA       |                   |                   |                   |          |
| Essential Function 9  |             | NA       |                   |                   |                   |          |
| Essential Function 10 |             | NA       |                   |                   |                   |          |
| Essential Function 11 |             | NA       |                   |                   |                   |          |
| Essential Function 12 |             | NA       |                   |                   |                   |          |
| Essential Function 13 |             | NA       |                   |                   |                   |          |
|                       |             | <b>5</b> | <b>4.88888889</b> | <b>3.66666667</b> | <b>3.33333333</b> |          |

| Score    | Description                               | Definition  |
|----------|---|---|
| NA       | NA  | Not application   |
| <b>1</b> | <b>Unacceptable</b>                       | Performs in an unsatisfactory manner, does not meet most established performance requirements, and may require coaching, increased supervision, or a performance or action plan. Immediate improvement is required.   |
| <b>2</b> | <b>Improvement Needed</b>                 | Performance is inconsistent and falls short of the minimum expectations in one or more areas. Individual may show potential to meet standard. Work quantity and/or quality may be consistently short of the minimum expectations.   |
| <b>3</b> | <b>Meets Expectations</b>                 | Delivers competent performance in a satisfactory and professional manner. Completes tasks assigned by supervisor. Demonstrates competent skills required to perform the job.  |
| <b>4</b> | <b>Occasionally Exceeds Expectations</b>  | Occasionally exceeds critical job standards and may occasionally exceed performance expectations or objectives. Demonstrates effective performance and is fully qualified to perform job duties with the appropriate direction. Demonstrates initiative and occasionally finds ways to exceed job requirements.                                   |
| <b>5</b> | <b>Significantly Exceeds Expectations</b> | Significantly exceeds most performance expectations and/or objectives. Highly skilled in relation to technical and/or managerial requirements of the job. Demonstrates exceptional accomplishments in most areas of the responsibility and proficient in meeting difficult challenges. Demonstrates sound judgment and decision-making abilities. |
| <b>6</b> | <b>Meritorious</b>                        | This rating is unique and difficult to achieve because it represents consistently exceptional performance or achievement beyond the regular assignment. It shall only be given to employees whose performance is meritoriously sustained when compared to the overall job requirements and expectations.  |