BARTON COMMUNITY COLLEGE

Staff Performance Standards

The performance standards listed below are to be used as a guide when completing the job performance section of the review. Not all performance standards are applicable to each employee.

1. **Job Knowledge:** Demonstrates knowledge of information, procedures, materials, equipment and techniques required for proficient performance in completing work assignments. Understands the scope of duties and responsibilities in the job description. Seeks out opportunities to keep knowledge and skills up-to-date. Understands and appropriately applies laws, rules, regulations, policies, and procedures.

2. **Quality of Work:** Work meets specified standards of quality and is consistently complete and accurate. Minimum expenditure of time and resources is necessary to correct errors or re-do work. Work quality positively impacts interaction with the public, co-workers, other departments, and outside agencies.

3. **Productivity:** Produces an appropriate volume of work. Completes assignments within specified time and according to deadlines. Adjusts to unexpected changes in work demands. Maintains high level of constructive activity.

4. **Accepts Responsibility:** Willingly accepts full accountability and responsibility for actions and work. Requires minimal supervision. Takes on added responsibility when time permits.

5. **Dependability:** Adheres to reliable attendance standards. Reports to work on time and begins work promptly. Provides proper notification and advance notice for absences and tardiness. Strives to adjust personal schedule to accommodate departmental needs and work load.

6. **Initiative:** Demonstrates resourcefulness and persistence in developing and improving work methods/results. Takes independent action where appropriate.

7. **Attitude:** Maintains a positive work attitude. Displays motivation and interest in work. Willing accepts all assignments. Approaches problems optimistically. Easily adapts to new situations and changes in routines.

8. **Work Ethics:** Exhibits honesty and integrity in performing work assignments. Maintains discretion and confidentiality. Adheres to laws and college policies, procedures, and work practices.

9. **Student/Public Contacts:** Projects a positive, professional attitude. Demonstrates patience, consideration, and respect for others. Views people objectively and avoids biases. Works effectively with external groups and individuals.

10. **Interpersonal Relationships:** Develops cooperative, professional working relationships with supervisors, co-workers, and other departmental employees. Works effectively as member of a team. Demonstrates respect and understanding in co-worker contacts. Assists co-workers or acts as a resource.

11. **Communication:** Demonstrates ability to comprehend and communicate directions and instructions clearly and effectively. Presents information objectively in clear, concise, and logical manner. Demonstrates knowledge of effective communication techniques in achieving objectives.

12. **Organization:** Plans and organizes work to meet objectives. Effectively establishes and manages work priorities. Anticipates and effectively handles problems. Efficiently allocates time and utilizes resources to handle multiple assignments.

13. **Decision Making:** Makes timely, logical decisions based on available information and reasonable assumptions. Gathers, develops, and analyzes data and information to support decisions. Identifies problems and underlying causes. Develops alternative solutions and identifies consequences and impact. Functions effectively in stressful or emergency situations.

14. **Leadership:** Demonstrates the ability to motivate staff and gain their support, cooperation, and commitment. Develops a positive work atmosphere that promotes staff participation and fosters teamwork. Motivates employees to perform and achieve results. Adapts leadership style to situation and resolves conflicts.

15. **Management Skills:** Demonstrates effective resource management techniques in budgeting and managing assigned money and personnel resources to meet college objective and mission. Establishes and facilitates appropriate departmental goals and objectives.

16. **Supervisory Skills:** Effectively delegates work to staff while maintaining control and accountability. Establishes performance standards and ensures they are met. Provides prompt and consistent feedback to staff and counsels as needed regarding performance.

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