

Civil Service Performance Factors

Northern Illinois University

Ability to Deal with Non-Routine: Handles unexpected or crisis situations calmly and professionally. Ability to function effectively under stress and non-stress situations.

Ability to Learn New Duties: Accepts and adopts new ideas, technology, situations and/or conditions. Willingness to learn.

Adaptability: Ability to adjust and meet new situations. Accepts and adopts new ideas, situations and/or conditions. Flexibility.

Attitude: Employee's interest, sense of responsibility, motivation and enthusiasm towards work. Displays positive outlook and opinions concerning department activities.

Availability: Consider extent to which individual is open to concerns and ideas of others and accessibility/approachability to users and staff when necessary.

Confidentiality: Does employee exhibit discretion in regard to confidential material to which they have access?

Cooperation with Supervisor: Works harmoniously, as part of a team with supervisor. Ability to accept and evaluate suggestions from supervisor(s) and to resolve disagreements in a professional manner.

Courtesy and Cooperation: Effectiveness in maintaining harmonious working relationships with co-workers, supervisors, other university staff, faculty, students and the public. Works as a team member. Attitude and response to supervision.

Creativity: Ability of employee to utilize innovative and/or cognitive skills to develop, apply and/or modify ideas, concepts, systems, procedures, products, forms, etc. as required within the context of the staff member's job. Ability to apply imagination and originality to the job.

Decision Making: Ability to decide correct course of action when a choice can be made. Makes sound and timely decisions. Effectively communicates decisions when necessary.

Delegation of Responsibility: Consider such areas as utilizing capabilities of people and resources, shifting resources, distributing work and regulating workflow.

Dependability/Reliability: Degree to which employee completes work on schedule; reliability with regard to an assigned task. Can employee be assigned a task with the assurance that it will be completed correctly, in a timely manner and conscientiously?

Effectiveness as a Supervisor: Does supervisor create a high level of morale in their unit and run the department efficiently?

Fairness in Dealing with Others: Objective and equal treatment of all concerned.

Fiscal Control: Refers to employee's ability to project budget requirements and to control budget expenditures with foresight to potential problem areas. Seeks the best use of materials, equipment, manpower and methods for elimination of waste.

Follow Through: Carrying out planned or initiated activity or a request for information or service to a conclusion.

Goal Achievement: Consider the degree of achievement of work accomplished. Appraise staff members' contribution to the department and/or administrative area in terms of specific projects, goals, objectives and/or performance targets attained during the rating period.

Health Record Keeping: Following established format, accurately and appropriately records information in patients' files.

Implementation of Policies: Does employee implement policies and programs accurately and constructively? How effectively does this employee apply the regulations, policies and procedures?

Independence: Proceeds with work assignments with minimal instruction or guidance after training.

Initiative: Willingness to accept and perform responsibilities and assignments; seeks better way to achieve results. Self-starter; resourcefulness as applied to position duties. Proceeds with work with minimal instruction or guidance.

Interpersonal Communications: Effectively transfers thoughts, ideas and/or instructions to others by speech or in writing.

Job Knowledge: Basic knowledge of job; familiarity with other departmental functions related to job; understanding and observance of specific job duties.

Job Skills: Applies technical skills and knowledge in the performance of assigned work. Competency in job-related skills.

Judgment: Ability to analyze problems or procedures and select best course of action; logic and common sense in decision making. Degree of independence or judgment.

Leadership: Setting realistic standards for employees, encouraging productive and efficient performance, providing good managerial example, possessing good interpersonal communication skills and inspiring loyalty to the department and its goals.

Listening: Devoting attention to the speaker to understand their point of view or instructions.

Machinery/Equipment Use Skills: Does employee demonstrate proper usage, practical ability, dexterity, knowledge and safety when operating equipment, machinery or university vehicles?

Maintenance of Discipline: Does the supervisor allow unsatisfactory performance of undisciplined behavior by an employee to go unquestioned for long periods of time?

Overall Job Performance: All facets of work performance.

Patient/Client Satisfaction: Achieves favorable patient/client satisfaction by effectively administering high quality care.

Performance Improvement: Learns quickly; retains what is taught; seeks additional training and/or information when needed. Attempts to improve performance, obtain additional proficiency, development of skills and overall competency in job or related areas.

Personnel Development: Does employee effectively select, counsel, orient and train employees? Do their employees know why things are done in certain ways? Do they understand the relationship of their job to others? Does the supervisor encourage employees to learn new duties and accept new responsibilities? Does this department run efficiently when the supervisor is away? Does the supervisor delegate work projects according to each employee's capabilities and abilities? Does the supervisor provide career development resources, offer guidance, communicate priorities, goals and objectives, and give clear task instructions?

Persuasiveness: The ability to influence or persuade by reason.

Planning/Organization: Effectiveness of organizing work, planning its distribution among employees, efficient utilization of available manpower. Ability to set specific goals, objectives and timetables in order to accomplish various tasks and complete assigned projects within required deadlines.

Problem Solving: Ability to identify problems and apply logic and reason to resolution of same.

Productivity: Consider the individual's productivity compared to specific known standards/expectations; evaluate the employee's ability to effectively yield results in spite of workload variations and demands.

Quality of Work: Consider accuracy, thoroughness, attention to detail, efficiency, dependability of results, completeness of work. Adherence to instructions, policies, etc. Excludes quantity.

Quantity of Work: Accomplishments measured against requirements of position. Results and timely completion of projects. Amount or volume of work produced; use of time and facilities. Nature of results or objectives achieved. Accomplishes assigned work of a specified quality within a specified time period. Evaluate the employee's ability to effectively yield results in spite of workload variation and demands.

Safety Enforcement: Performs work in such a way that danger to self, to fellow workers and to university equipment or property is minimized. Is employee familiar with applicable safety regulations and do they comply with them?

Sensitivity to the General Public: Appreciation of and cooperation with general public needs; development of public image consciousness. Ability to develop and maintain understanding and good will with the general public.

Sensitivity to the Goals of the University: Performance related to such overall goals of the university as teaching, research or community service.

Use of Telephone: Telephone conversations and personal contact with public/fellow employees in performing job duties. Is employee courteous? Does employee project a positive image for the department and the university?

Versatility: Ability to deal with interruptions and constantly changing activities.

Working Relations with Others: Sensitivity to work-related problems of faculty, staff and employees. Scope and depth of interaction with others. Ability to work effectively and cooperatively with others. Attitude, tact, courtesy, discretion.

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