

UNIVERSITY OF MAINE SYSTEM
EMPLOYEE PERFORMANCE CRITERIA
(For use in conjunction with Part 2 - Employee Performance Assessment)

A supervisor completing Sections II. A and B of the *Employee Performance Assessment* should first review the questions listed below, which illustrate aspects of each performance area. Not all questions will apply to every position. In addition, there may be other aspects of a performance area that apply to some positions. The questions are intended to assist, but not to limit, the assessment.

A. Job Qualities and Job Performance Skills

1. Job Knowledge:

What is employee's level of the knowledge required to perform the job?
How well does employee understand job responsibilities?
How well does employee understand and follow policies and procedures?

2. Productivity:

Does employee produce work at satisfactory levels?
Is employee's work complete and accurate?

3. Dependability:

Can employee be relied on to fulfill job responsibilities in both routine and complex job situations?
Does employee meet deadlines?

4. Attendance:

What is employee's attendance record? (*Do not consider approved leave time*)
Is leave time requested in a timely manner that recognizes university needs?
Does employee report to work on time and work scheduled hours?

5. Understanding and Following Directions:

How well are directions understood and carried out?
Does employee appropriately ask for guidance in interpreting directions?

6. Safety and Injury Prevention (*Do not consider filing of workers' compensation claims, but do consider unsafe work practices*):

Does employee follow safe work practices and have a safe work record?
Does employee use applicable safety and ergonomic equipment or devices?

7. Judgment:

Does employee make appropriate decisions within the scope of his/her job?
What are the consequences of employee's decisions?

8. Adaptability to Change:

How does employee respond to changes in assignments, procedures, and circumstances?
Is employee receptive to new ideas and concepts?

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9. Organization and Planning:

Does employee define and arrange activities in a reasonable manner?

Does employee effectively use resources including time, money, materials, and staff within the scope of his/her job?

10. Problem Solving and Decision Making:

Does employee develop appropriate solutions to problems and make effective decisions within the scope of his/her job?

Can employee distinguish between significant and minor issues?

11. Use of Tools and Technology:

Does employee show competence in use of tools and technology?

Does employee use available tools and technology to improve efficiency and effectiveness?

B. People Skills

1. Oral and Written Communication :

How well does employee express self?

How well does employee communicate with supervisees (if applicable), co-workers, students, and others?

How well does employee keep supervisors informed?

Is written communication clear and effective?

2. Customer service skills (customers may be students, other employees, members of the general public, and/or others):

Does employee display a positive and appropriate manner with customers?

Does employee provide prompt service?

Does employee respond appropriately to customer problems and complaints?

3. Relationships with Others:

Does employee work effectively with other people?

4. Leadership and Supervision (if applicable):

Does employee delegate appropriate tasks to staff s/he supervises?

Does employee develop the capabilities of staff s/he supervises?

Does employee motivate staff s/he supervises so that they work together towards common objectives?

5. Teamwork:

Does employee work cooperatively with others?

Does employee support other team members and team decisions?