

# Common Performance Standards

## Example of Performance Standards for Professional Positions

- Develops project objectives, budgets, work plans and implementation strategies
  - consistent with departmental goals
  - communicates clearly to all levels
  - falls within budget guidelines
  - can reasonably be accomplished in specified time frame
  - follows up and resolves problems in timely manner to keep project on track.
- Analyzes, synthesizes and communicates financial information and data in complex account structures; uses data to develop budget and financial plans.
  - uses appropriate sources of information
  - uses the most recent data
  - meets specified deadlines
  - conclusions and recommendations are justified by the data
  - federal, state and university guidelines are followed
- Designs/develops and negotiates contracts with clients and vendors
  - contracts are clear, complete and reflect the needs of the unit
  - negotiation skills are such that the best value is achieved for the institution
  - solutions are effective and mutually acceptable
  - good client and vendor relationships are maintained
  - contracts are consistent with all federal, state and university policies and procedures
- Develops policies and/or interprets and implements all federal, state, local and university policies, procedure and regulations
  - policies are clearly written and include all necessary components
  - all pre-approval steps have been followed to include necessary in-put from concerned parties
  - sufficient research is conducted to provide accurate background knowledge necessary to the process of development and/or interpretation
  - communication regarding policies is done in a timely manner to all affected groups and in an unambiguous, customer friendly manner
- Performs management duties with accountability and authority for the strategic direction of the department
  - planning, budget, staffing, resource allocation, policy development, staff supervision, etc.:
    - the unit is in compliance with governmental and university policies and procedures
    - staff morale remains high
    - complaints about personnel, leadership and work of department are minimal
    - organizational goals are achieved in timely manner
- Assists students with academic problems and/or advises students regarding degree requirements
  - works with students in a customer oriented manner
  - gives accurate information
  - keeps updated on requirement changes and keeps students informed
  - knows and utilizes resources to resolve problems

## Example of Performance Standards for a Receptionist

- Greet customers
  - opens office promptly at 8:00 a.m.
  - consistently conveys friendly, helpful, professional manner
  - provides accurate information
  - demonstrates a customer service orientation
  - secures back-up for times of absences from desk
- Answers phone
  - answers with a friendly greeting
  - speaks clearly and distinctly
  - uses all functions of phone (hold, transfer, etc.) in knowledgeable and customer friendly manner
  - takes messages accurately and completely
- Distributes incoming and prepares outgoing mail
  - sorts and date stamps incoming mail

- distributes to individual mailboxes in timely fashion
- logs in packages and notifies recipients
- prepares FEDEX and UPS documentation correctly
- takes outgoing mail to mail room in time for pick-up times
- forwards mail as needed
- Maintains files
  - keeps files in organized fashion so that materials are easily located
  - re-files material within 1/2 day of return
  - checks out files as requested, using proper forms and "file locator tabs"
- Duplicates materials
  - accurately duplicates materials within 4 hours of receipt or as requested
  - collates and staples materials to assure professional appearance
  - notifies staff of completed orders
  - maintains machine, resolves problems and contacts service personnel as needed

### **Example of Performance Standards for Accounting Associate**

- Researches information:
  - review contents of time-sensitive publications, accurately summarize funding information, and appropriately distribute in weekly email
- Processes requests for external funding:
  - verifies accuracy of budgets and forms,
  - secures appropriate internal signatures,
  - submits to finance in an accurate and timely manner
  - maintains office files so that tracking the funding process is easily managed
- Monitors accounts and processes paperwork:
  - identifies charges, verifies availability of funds and obtains proper authorizations in accurate and timely manner
  - processes expenditures within five working days

### **Example of Performance Standards for a Laboratory Technician**

- Prepares laboratory reagents, cultures and solutions:
  - all reagents, cultures and solutions are prepared with extreme accuracy
  - all reagents, cultures and solutions are stored appropriately
  - all specified safety regulations are followed
  - stocks are kept in supply
- Washes and sterilizes glassware and equipment:
  - cleansing operations are done according to specified guidelines
  - glassware and equipment are returned to cabinets once sterilized
  - all glassware is washed and sterilized within 4 hours of use
- Keeps records of research results:
  - records are accurate, neat and easily interpreted
  - records are completed within 1 day of actual experiment

### **Example of Performance Standards for a Library Assistant/ Specialist**

- Oversees library department desk
  - assures coverage for all times library is open
  - responds to patrons' questions and resolves problems in a timely manner and with a strong focus on customer service
- Trains student workers:
  - assures that all students have the proper training to work at the desk
  - training is completed within the first two weeks of the semester
  - follows up on each student's performance and continues training and coaching as needed
- Re-shelves books:
  - all books are re-shelved within 24 hours of return
  - books are re-shelved in proper location

### **Example of Performance Standards for Administrative Secretary:**

- Oversees clerical support functions:
  - work priorities are clearly established and followed
  - manages the performance of the support staff by providing a motivational environment, correcting poor performance and acknowledging good performance
- Composes correspondence:
  - composition is professional, grammatically correct, clear and logical and reflects the tone and philosophy of the department
  - correspondence is timely and has a customer friendly orientation
- Develops and maintains complex files and databases:
  - files and databases are accurate and updated on a regular basis
  - trains others in use and interpretation of databases
  - assures back-up in maintaining files and databases
- Makes travel arrangements and completes travel documents:
  - all arrangements are made in a timely manner
  - assures that all travel stays within the travel budget with exceptions cleared by the Chair
  - monitors to assure accuracy in documents
  - responsible for determining all extenuating circumstances and resolving problems

### **Example of Performance Standards for IT Support Provider:**

- Provides technical support to computer users:
  - identifies and resolves problems such that the user feels that the problem is resolved
  - installs hardware and software in a timely manner and with minimum interruption to the user
  - conducts all interactions with the user in a customer friendly manner
- Makes recommendations as to system needs:
  - makes recommendations consistent with customer needs
  - recommendations are consistent with departmental budget guidelines
- Serves as resource on technical questions:
  - keeps updated on latest in the field and attends all training offered
  - researches answers when not immediately knowledgeable
  - responds in a timely manner
  - answers questions and deals with all customers with respect and understanding
  - always interacts with customers from a customer service perspective