

Clerical Support Staff Performance Appraisal

Employee Name:
Employee ID:

Employee Location:
Employee Title:

DOMAIN I	Customer Service	Critical Standards	Rating	Needs Assessment and Goals	Comments
		Courteous, understands customers, and supports others			
	Serves as a resource for staff, parents and community				
	Assesses and deescalates situations				
	Supports the standard of safety for all students, staff, and community members				
	Develops systems and processes to serve others				

DOMAIN II	Professional Learning	Critical Standards	Rating	Needs Assessment and Goals	Comments
		Develops a working knowledge of processes, regulations, procedures, and policy that relate to the position			
	Seeks out and attends appropriate opportunities for professional learning that address specific performance goals				
	Initiates activities to contribute to the department, such as mentoring colleagues and building capacity in others to be self-directed				
	Demonstrates through conversations and/or actions evidence of application of meaningful and effective job embedded learning				
	Possesses and/or accepts personal responsibility for increasing job knowledge and developing new skills/abilities that contribute to increased effectiveness, proficiency, and customer service				

DOMAIN III	Skills and Time Management	Critical Standards	Rating	Needs Assessment and Goals	Comments
		Organized and effectively multi-tasks			
	Detail oriented				
	Appropriately responds in an environment with frequent interruptions				
	Ability to prioritize and effectively manage time				
	Ability to forecast work and take initiative				

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DOMAIN IV	Communication	Critical Standards	Rating	Needs Assessment and Goals	Comments
		Maintains confidentiality with sensitive information			
		Protects and supports student, staff, and community needs through effective two way communication			
		Maintains positive, effective, professional oral and written communication			
		Customizes communication for different situations and customers			
		Serves as a resource that provides information about the campus/department calendar			

DOMAIN V	Interpersonal and Professional Conduct	Critical Standards	Rating	Needs Assessment and Goals	Comments
		Employee is dependable			
		Employee maintains professionalism, exhibits a positive attitude, and adheres to high standards			
		Exhibits CCISD core values			
		Contributes to a team environment			
		Follows policy, law, regulations, district strategic plan, and campus/department goals			
		Assists district/campus leader in ensuring campus emergency management complinace practices are followed			
TOTAL RATING					

Rating Scale

4 Exemplary Standard: The employee is performing the standard at an excellent level and is an exemplar to the point that their system or process regarding the standard is being replicated by other staff members.

3 Exceeding Standard: The employee is performing at a high level, and is consistently exceeding goals.

2 Meeting Standard: The employee is performing at an on-standard level but has not reached their full potential.

1 Not Meeting Standard: The employee is inconsistent with performance on this standard.

Employee Signature **Date**

Appraiser Signature **Date**