

Clerical Support Staff Performance Appraisal

Employee Name:

Employee Location:

Employee ID:

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			

Clerical Support Staff Performance Appraisal

Employee Name:
Employee ID:

Employee Location:
Employee Title:

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 compliance 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