

Operations Support Staff Performance Appraisal

Employee Name:
Employee ID:

Employee Location:
Employee Title:

DOMAIN I	Customer Service	Standard	Rating	Needs Assessment and Goals	Comments
		Courteous and flexible while understanding the needs of all customers			
		Serves as a resource for staff, students, parents, and community			
		Assesses and deescalates situations			
		Supports the standard of safety for all students, staff, and community members			
		Shows passion for the job and takes pride in work			

DOMAIN II	Problem Solving	Standard	Rating	Needs Assessment and Goals	Comments
		Exercises good judgement in accordance to standards of conduct			
		Ability to effectively make sound decisions			
		Ability to effectively analyze a problem and willing to make necessary changes			
		Ability to identify resources needed to problem solve			
		Ability to respond appropriately in a variety of situations			

DOMAIN III	Skills and Time Management	Standard	Rating	Needs Assessment and Goals	Comments
		Ability to be organized and effectively manage time			
		Detail oriented with all job related tasks and knowledge of processes			
		Appropriately responds in an environment with frequent interruptions			
		Continuously learns and trains in craft			
		Demonstrates proper and safe use of tools/ chemicals/equipment			

DOMAIN III	Communication	Standard	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			
		Remains a courteous, effective team member at all times			
		Willingness to share knowledge, be cooperative, and accept direction			

DOMAIN V	Interpersonal and Professional Conduct	Standard	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			
		Researches policy, law, regulations, district strategic plan, and campus/ department goals			
		Takes an active role in securing the building during emergency preparedness drills			

	Total Rating Domains I-V	
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(The following scoring section is only to be used for employees who are serving in non-certified supervisory roles. Use only if applicable.)

SUPERVISORY		Exemplary Standard (4 pts.)	Exceeding Standard (3 pts.)	Meeting Standard (2 pts.)	Not Meeting Standard (1 pt.)	Rating	Needs Assessment and Goals	Comments
	Leadership	Clearly able to manage his/her team to achieve all goals and objectives. Is consistently sought out by others for guidance. Others readily follow his/her instructions. Is highly skilled at having tough conversations with staff about performance and expectations. Consistently advocates for staff and the department.	Consistently manages his/her team to achieve all goals and objectives. Is routinely sought out by others for guidance. Others readily follow his/her instructions. Is skilled at having tough conversations with staff about performance and expectations. Advocates for staff and the department.	Manages his/her team to achieve goals and objectives. Others follow his/her instructions. Has successful performance management conversations with staff.	Is not consistently able to manage his/her team to achieve goals and objectives. Others do not readily follow his/her instructions. Is not effective at having performance management conversations with staff.			
	Decision Process/Judgment	Clearly makes quality decisions that exceed expectations and produce results beyond expectations. This person's judgement is counted upon to make the correct decision. Consistently takes ownership of department outcomes and staff performance.	Consistently makes quality decisions that exceed expectations and produce results beyond expectations. This person's judgement is consistently counted upon to make the correct decision. Takes personal ownership of department outcomes and staff performance.	Makes quality decisions in the best interest of the position, department, and district. Is trusted to make correct decisions. Accepts responsibility for department performance and actions.	Does not consistently make quality decisions. Has had incidents where decisions were not correct or in the best interest of the department or district.			
	Employee Engagement	Clearly creates a positive workplace atmosphere. Establishes and maintains effective communication strategies. Is able to encourage staff to do more in less time with a high level of accuracy. Is respected and has strong rapport with all staff members. Has made the department/location/function a sought after role in the district. Engages employees in a positive manner on a consistent basis and is highly approachable.	Consistently creates a positive workplace atmosphere. Establishes and maintains effective communication strategies. Is able to encourage staff to do more in less time with a high level of accuracy. Is respected and has strong rapport with all staff members. Consistently engages employees in a positive manner and is consistently approachable.	Creates a positive workplace atmosphere. Utilizes effective communication strategies. Encourages staff to perform their duties accurately and on time. Is respected and has a rapport with most staff members. Engages employees in a positive manner on a regular basis. Is approachable.	Does not consistently create a positive work place atmosphere. Does not consistently encourage staff to perform their duties accurately or on a timely basis. Is viewed as unapproachable at times by staff.			
Total Supervisory Rating								
TOTAL RATING								

Employee Signature **Date**

Appraiser Signature **Date**

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.