**Geneva Housing Authority**

2017 - PERFORMANCE EVALUATION

Clerical Department

###### **Rating Summary**

Section A – Work Performance \_\_\_\_\_\_\_

64 Maximum Points

Section B – Factors Influencing Performance\_\_\_\_\_\_\_

*44 Maximum Points*

Section C – Quality of Service \_\_\_\_\_\_\_

*56 Maximum Points*

Section D – Other Performance Factors \_\_\_\_\_\_\_

28 Maximum Points

**TOTAL RATING POINTS**

**192 Maximum Points**

**0 - 95 = Poor Performance**

**96 - 143 = Satisfactory Performance**

**144 - 172 = High Performance**

**173 - 192= Superior Performance**

Employee Information:

Name: ***\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

Job Title: ***Typist/Office Specialist I\_\_\_\_\_***

Current Salary: ***$\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

Date of Hire: ***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

Position Service Date: ***\_ \_\_\_\_\_\_\_\_\_\_\_\_\_***

Date of Last Evaluation: ***\_\_\_\_\_\_\_\_\_\_\_\_\_***

Evaluation Prepared by:

***Occupancy Supervisor & CEO***

Date of this Evaluation: ***\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

Reviewed with Employee by: \_\_\_\_\_\_\_\_\_

Date Reviewed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## **Section A. - Work** **Performance *(Maximum Points – 64)***

#### JOB KNOWLEDGE – has a solid understanding of all phases of public housing operations, especially in Clerical Management

X

X

#### *0 pts. 1pt. 2 pt. 4 pts. 6 pts. 8 pts*.

Rating \_\_\_\_

Unacceptable Poor Needs Improvement Acceptable Good Excellent

**Personal Accountability –** Understands how their daily responsibilities support and maintain the larger systems. Demonstrates an ability to re-prioritize tasks as unplanned events occur to ensure department goals are ultimately met. Ensures handoffs to others are timely and accurate. Demonstrates an ability to multi-task to ensure department goals are met as planned. Ensures work area is free of clutter; uses only approved electrical/office equipment.

#### *0 pts. 2 pt. 4 pts. 6 pts. 8 pts*.

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

#### DEDICATION/COMMITMENT – Takes steps to ensure that work is completed despite challenging circumstances. Is not hindered by dwindling resources. Displays willingness to “go the extra mile” when necessary

#### 

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

# **PLANNING / ORGANIZATION –** ability to anticipate and analyze problems; maps effective solutions. Ability to arrange work, prioritizes and plans work activities, and efficiently apply resources.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*  Unacceptable Poor Acceptable Good Excellent

Rating \_\_\_\_

#### ADMINISTRATIVE FOLLOW-UP – Has a clear plan for tracking open items and completing them on a timely basis.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*  Unacceptable Poor Acceptable Good Excellent

Rating \_\_\_\_

**CLERICAL MANAGEMENT –** accurately and concisely reports the clerical condition; management practices and policies that are designed to maintain a sound long-range condition.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**Resourcefulness / Results -** Uses work time, equipment, and resources in an efficient and effective manner. Reports waste or inefficiencies to immediate supervisor. Brings improvement solutions to immediate supervisor for discussion. Limits amount of personal discussions.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**Completing work tasks -** Consistently completes assigned work completely, accurately, neatly, and on time.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**Comments**:

* ***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

##### **Section B. – Factors Influencing Performance *(Maximum Points – 44)***

**ADAPTABLE & RESILIENT** – responds positively to a changing workplace and changing local conditions; does not hold fast to the status quo. Energy and motivation maintained in spite of constant demands; handles stress well.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

#### PHYSICAL ABILITY – is capable of performing the duties as required.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

#### PUNCTUALITY & ATTENDANCE – Measure of the employee’s overall attendance

#### and punctuality over the period being assessed..

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**TIMING –** makes decisions when sufficient information is available, implements action when appropriate.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

#### CONFLICT RESOLUTION – ability to defuse difficult situations and present a fair resolution.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**ACCEPTS DIRECTION –** aggressively responds to the direction of the Chief Executive Director or other Supervisors & Department Heads; not sidetracked by the subordinate staff but recognizes their concerns.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**ETHICAL –** conforms to the high standards of the profession; knows, follows and promotes the Code of Ethics.

Rating \_\_\_\_

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Unacceptable Poor Acceptable Good Excellent

#### ANALYTICAL – in making decisions considers the best available facts, projections and scientific evidence. To the extent that resources permit, insures that these tools are available.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

#### SENSITIVITY – listens and understands the position and circumstances of others; communicates that understanding.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**time management –** practices good time management.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**ORGANIZATIONAL SKILLS –** Maintains good organization within workspace and in work habits.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**Comments: *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

###### **Section C. – Quality of Services *(Maximum Points – 56)***

**QUALITY OF HOUSING AUTHORITY SERVICES –** how well do the direct services provided meet the need of the Housing Authority.

**PRIMARY DUTIES** – Performs Primary Duties as assigned.

Rating \_\_\_\_

*0 pt. 2 pts. 4 pts. 6 pts. 8 pts.*

Unacceptable Poor Acceptable Good Excellent

X

**SECONDARY DUTIES** – Performs Secondary Duties as assigned.

*0 pt. 2 pts. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

X

**VERBAL COMMUNICATIONS –** Performance withVerbal Communication skills.

Rating \_\_\_\_

*0 pt. 2 pts. 4 pts. 6 pts. 8 pts.*

Unacceptable Poor Acceptable Good Excellent

X

**WRITTEN COMMUNICATIONS –** Performance withWritten Communication skills.

Rating \_\_\_\_

*0 pt. 2 pts. 4 pts. 6 pts. 8 pts.*

Unacceptable Poor Acceptable Good Excellent

X

**CUSTOMER SERVICE -** Consistently greets internal and external customers in a courteous and timely manner. Provides assistance or direction during more complex customer interactions. Models and reinforces customer service behaviors.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**OFFICE EQUIPMENT -**  Understands the operations of the various pieces of office equipment. Monitors paper level and servicing needs of copiers and printers.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**BUDGETS -** Understands and operates within office supply budget when ordering office supplies and equipment. Seeks out pricing to obtain lowest price. Helps in controlling office supply inventory at an acceptable level. Get appropriate approvals.

Rating \_\_\_\_

*0 pt. 2 pts. 4 pts. 6 pts. 8 pts.*

Unacceptable Poor Acceptable Good Excellent

X

**Comments: *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

### **Section D. – Other Performance Factors *(Maximum Points – 28)***

#### CREATIVITY – ability to offer improvements of methods, rules & policies, etc. by new ideas.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**HONEST-FAIR –** consistently open and straightforward; impartial.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**COMMUNICATION WITH GHA BOARD MEMBERS –** carries out good relations

with Board members, addresses them only when requested, fully understands the difference

between “Policy –vs.- Administration”. Does not take direction from Board members.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**COMMUNICATIONS WITH THE PUBLIC, RESIDENTS, PARTICIPANTS & LANDLORDS –** carries out good public relations.Interacts appropriately with customers and the general public. Treats both with respect.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

#### PROFESSIONAL DEVELOPMENT/Continuous Learning – takes action to acquire new knowledge and skills; encourages employees to do the same. Accepts feedback to improve personal performance. Accepts new tasks in a positive manner.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**TEAMWORK - Interaction with Other sTAFF / Communication -** Assists others as needed to ensure departmental processes and procedures are performed appropriately. Listens carefully to understand; asks questions to clarify. Works well as part of a team valuing others’ differing perspectives**-** Maintains good relations with co-workers. Understands and promotes the need for teamwork

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**GHA’S MISSION -** Maintains a positive attitude in regard to the mission of the Housing Authority and the population served. Understands and accepts the Housing Authority’s mission, and refrains from negativity in conducting daily tasks.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

Comments: *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Section E. – Overall Evaluation

**Major strengths:**

**Major weaknesses**

**Past Objectives & Accomplishments:**

**Future Objectives:**

**Employee’s Comments:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Employee’s Signature* *Chief Executive Officer*

*Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Other Department Head*

*Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*