

EVALUATION MATRIX

ACS Assistants/Office Staff

OVERALL RATINGS

Performance Rating Definitions

- 4 – Highly Effective**–Demonstrates a high depth of understanding of the standard and consistently implements the standard.
- 3 – Effective**– Clearly understands the concepts underlying the standard, consistently implements the standard.
- 2 – Partially Effective**–Appears to understand the concept underlying the standard and attempts to implement the standard. However implementation is sporadic or intermittent.
- 1 – Ineffective**–The staff member does not understand the concepts of the standard or the priorities and therefore lacks substantive implementation.

1. Punctuality and Attendance:

Highly Effective: **Consistently** reports to work by the scheduled start time. Misses work **rarely** and gives **sufficient notice** for scheduled absences.

Effective: Is **generally** punctual in reporting to work. Misses work occasionally but displays no unusual patterns of absence. **Provides notice when absent.**

Partially Effective: Has occasional attendance and punctuality issues.

Ineffective: Has attendance problems, which can include *one* or more of the following: excessive absence, lateness, and failure to give notice or unusual attendance patterns.

2. Work Schedule:

Highly Effective: Understands the needs of the work site and adjusts the daily schedule to meet those needs. Communicates changes to others when necessary.

Effective: Follows the daily work schedules.

Partially Effective: Occasionally does not follow daily work schedule.

Ineffective: Routinely does not follow the daily schedule.

3. Knowledge of Equipment, Materials, and Skills:

Highly Effective: Has **in-depth** knowledge of skills, equipment and materials associated with the job.

Effective: Applies the basic knowledge of the skills, equipment, and materials necessary to perform the job.

Partially Effective: Needs help with equipment and materials.

Ineffective: Is deficient in the necessary knowledge of the skills, equipment, and materials to perform the job.

4. Safety:

Highly Effective: Is proactive and/or takes preventative action to reduce or eliminate unsafe situations.

Effective: Notices and reports safety concerns to appropriate personnel immediately.

Partially Effective: Occasionally does not notice or report safety concerns to appropriate personnel.

Ineffective: Disregards or neglects safety concerns.

5. Problem Solving and Decision Making:

Highly Effective: Analyzes and evaluates problem situations effectively and implements appropriate job related decisions. Displays a higher level of decision making due to ability, trust, knowledge, and judgment. Contributes positively to job related procedures.

Effective: Participates in finding workable solutions to problems by making appropriate job related decisions.

Partially Effective: Occasionally uses poor judgment in making job-related decisions.

Ineffective: Frequently uses poor judgment in making job-related decisions. Demonstrates minimal effort in solving problems.

6. Productive Use of Time:

Highly Effective: Consistently manages time so that tasks are prioritized and completed well within allotted time frames and schedules.

Effective: Manages time so that tasks are prioritized and generally completed on time.

Partially Effective: Occasionally has difficulty managing time and tasks.

Ineffective: Has difficulty managing time; tasks are often not prioritized and/or completed within designated time frames and schedules.

7. Quality of Work:

Highly Effective: Work is of the highest quality, reflecting great care and attention to detail.

Effective: Work is correct and complete.

Partially Effective: Occasionally work is incorrect or incomplete.

Ineffective: Work is routinely incorrect, careless or incomplete.

8. Self-Direction:

Highly Effective: Supervision is rarely more than progress checks, planning or routine interaction due to a higher level of trust knowledge and judgment. Willingly takes on extra work within the scheduled workday.

Effective: Functions effectively with occasional direction from supervisor.

Partially Effective: Needs more direction from supervisor.

Ineffective Functions ineffectively, requiring excessive supervision and direction.

9. Work Area:

Highly Effective: Work area is highly organized and functional; enhances job effectiveness.

Effective: Work area is functional and maintains job effectiveness.

Partially Effective: Work area is occasionally poorly organized.

Ineffective: Work area is poorly organized and does not promote job effectiveness.

10. Behavior:

Highly Effective Exhibits high standards of trust, confidentiality and courtesy. Is a positive role model and an ambassador of Academy Charter School.

Effective: Maintains appropriate behavior given the job assignment and Academy Charter School leadership expectations.

Partially Effective: Occasionally needs reminders about appropriate behavior and confidentiality.

Ineffective: Does not maintain appropriate behavior consistent with Academy Charter School leadership expectations.

11. Teamwork:

Highly Effective: Promotes opportunities that foster cooperation and collaboration. Constructively works toward recognizing, preventing, and resolving conflict.

Effective: Works cooperatively and/or collaboratively. Deals positively with conflict.

Partially Effective: Occasionally is uncooperative and avoids collaboration and resolution.

Ineffective: Is uncooperative. Avoids opportunities to collaborate. Does not resolve conflict.

12. Concern for Others:

Highly Effective: Consistently and visibly demonstrates and promotes the well being of others. Consistently treats people with dignity, and respect; acknowledges human diversity.

Effective: Generally shows concern for the well being of others. Usually treats people with dignity, and respect; acknowledges human diversity.

Partially Effective: Occasionally shows a lack of concern or respect for others.

Ineffective: Shows a lack of concern for the well being of others. Is disrespectful to others and does not display respect for human diversity.

13. Dealing with Change:

Highly Effective: Anticipates and deals effectively with interruptions or changes in the work routine. Adjusts quickly and effectively to unanticipated demands and work requirements. Adapts to fluctuating priorities. Supports and implements change.

Effective: Deals appropriately with minor interruptions or temporary changes in the work routine. Adjusts to unanticipated demands and work requirements. Implements change.

Partially Effective: Occasionally minor interruptions in the work routine are problematic and results in a loss of productivity.

Ineffective: Minor interruptions or temporary changes in the work routine are problematic and result in a loss of productivity. Has difficulty adjusting to unanticipated demands and work requirements. Resists change.