

ARLINGTON SCHOOL DISTRICT

CLASSIFIED EMPLOYEE EVALUATION RUBRICS

CRITERIA	UNSATISFACTORY	NEEDS IMPROVEMENT	SATISFACTORY	EXCEEDS EXPECTATIONS
CUSTOMER SERVICE/HUMAN RELATIONS <i>Provides high quality assistance to the public and staff. Treats all staff and students with respect.</i>	<p>Is often uncooperative, unhelpful, and discourteous to the public.</p> <p>Fails to demonstrate respect for staff and students or establish a positive atmosphere for learning.</p>	<p>Not always courteous to others, and may convey an unhelpful or negative attitude in working with the public.</p> <p>Inconsistent in showing respect for staff and students or establishing a positive atmosphere for learning.</p>	<p>Demonstrates courtesy, tact and discretion when interacting with people. Seeks to serve the public in a positive manner.</p> <p>Demonstrates respect for all staff and students by establishing a good working rapport and positive atmosphere for learning.</p>	<p>Consistently demonstrates courtesy, tact and discretion when interacting with others.</p> <p>Consistently demonstrates respect for all staff and students by establishing a good working rapport and positive atmosphere for learning.</p>
COMMUNICATION/TEAMWORK <i>Conveys written information in a clear, precise, grammatically correct, and professional manner. Speaks clearly and effectively. Establishes and maintains a positive and professional relationship with co-workers while supporting District goals.</i>	<p>Needs to improve quality of written information required for accomplishing job responsibilities.</p> <p>Lacks oral communication skills which makes completion of assigned duties difficult; many noticeable errors.</p> <p>Consistently has difficulty when dealing with others.</p>	<p>Written information is frequently unclear, contains excessive errors, and may often be difficult to understand.</p> <p>Is inconsistent or ineffective in the demonstration of oral communications skills.</p> <p>At times has difficulty with relationships with co-workers, contributing to a negative or unproductive work environment.</p>	<p>Consistently conveys written information in a clear, precise, grammatically correct, and professional manner.</p> <p>Demonstrates effective oral communication skills using clear and precise language.</p> <p>Gets along well with co-workers. Values positive working relationships while supporting District goals.</p>	<p>Excels at providing written information that is clear, precise, grammatically correct, and professional.</p> <p>Demonstrates strong, effective oral communications skills using clear, precise, and grammatically correct language in a confident and professional manner.</p> <p>Consistently respects and is respected by co-workers; sensitive to feelings of others; is highly cooperative and helpful.</p>
DEPENDABILITY <i>Understands and follows ASD policies and procedures as well as state and federal mandates. Organizes, prioritizes, and completes tasks effectively in a timely manner. Carries out responsibilities independently and assumes additional responsibility when appropriate.</i>	<p>Demonstrates minimal regard for policies, procedures, or mandates. Does not follow expected requirements.</p> <p>Work is not acceptable; Unable to prioritize; Seldom meets deadlines. Consistently requires supervision.</p> <p>Requires constant or direct supervision. Does not complete assigned tasks or focus on priorities. Does not take initiative.</p>	<p>Fails to consistently base action on policies, procedures, or mandates.</p> <p>Lacks organizational skills even with some routine tasks. Requires regular supervision to develop and accomplish priorities. Deadlines are often not met.</p> <p>Difficulty working independently. Has problems maintaining focus and completing assigned tasks; Seldom seeks additional tasks.</p>	<p>Understands and implements program and District policies and procedures; Makes recommendations for action based on these policies and procedures.</p> <p>Organizational skills are good, procedures developed and followed. Work and production are good, and are completed by deadline.</p> <p>Responsible for assigned tasks and seeks additional responsibilities or tasks as appropriate.</p>	<p>Consistently understands and implements District policies and procedures; Makes accurate recommendations for action based on these policies and procedures.</p> <p>Excellent organizational skills, with a focus on developing and following effective routines and procedures, and on identifying priorities. Work is of excellent quality; production is exceptional; tasks are completed before deadlines.</p> <p>Self-starter; anticipates, recognizes and meets demands and deadlines; Consistently stays focused on priorities. Utilizes available resources effectively. Makes suggestions for improving procedures or products.</p>

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ATTENDANCE/ PUNCTUALITY <i>Starts work on time and consistently maintains a punctual daily work schedule; Maintains regular attendance. Follows appropriate procedures for requesting/taking time-off.</i>	<p>Is chronically late and/or used leave inappropriately (unpaid leave, misuse of leave, etc.); fails to contact supervisor to report absences or tardiness and/or fails to use proper procedures when requesting time off.</p>	<p>Is frequently late and/or used unpaid leave (excluding an approved extended leave of absence or approved once-in-a-lifetime event; not more than one event annually); communicates with supervisor regarding attendance (including unpaid leave) and uses proper procedures for time-off.</p>	<p>Uses accrued leave appropriately; rarely late; communicates with supervisor regarding attendance and uses proper procedures for time-off.</p>	<p>Uses accrued leave appropriately and is always punctual; proactively contacts supervisor regarding attendance and uses proper procedures for time-off.</p>
SPECIFIC JOB FUNCTIONS <i>Performs specific job functions as described in job description. Understands personal role in fulfilling the functions of the job classification.</i>	<p>Fails to perform specific job functions. Does not seek assistance in utilizing appropriate resources.</p> <p>Lacks understanding of job functions. May be unwilling or unable to learn necessary skills.</p>	<p>Has difficulty performing specific job functions. Needs assistance in utilizing appropriate resources.</p> <p>Some understanding of skills and job functions, but requires additional training and supervision.</p>	<p>Generally performs specific job functions at a high level.</p> <p>Accesses resources to assist in performing job functions.</p> <p>Good understanding and application of job functions.</p>	<p>Consistently performs specific job functions at a high level.</p> <p>Independently accesses resources to perform job functions.</p> <p>Excellent and thorough understanding and application of job functions.</p>
GENERAL JOB KNOWLEDGE <i>Responds appropriately to challenges, changes, and new situations. Recognizes problems and takes appropriate action to solve them. Takes opportunities for continual professional growth.</i>	<p>Does not adapt to change well. Doesn't modify behavior in response to feedback.</p> <p>Does not recognize or take responsibility for reporting or solving problems.</p> <p>Does not attempt to learn or grow professionally; Skills need to be updated.</p>	<p>Somewhat reluctant or unable to adapt to change or challenges.</p> <p>May recognize problems, but sticks to job routines. Does not report problems or suggest solutions.</p> <p>Rarely seeks and takes advantage of learning opportunities; Professional growth is not a priority.</p>	<p>Generally demonstrates willingness and ability to successfully adapt to changing demands.</p> <p>Recognizes problems and suggests solutions. Modifies priorities to address problems.</p> <p>Seeks out and takes advantage of opportunities for learning and professional growth.</p>	<p>Consistently demonstrates willingness and ability to successfully adapt to changing demands.</p> <p>Anticipates problems, creates and implements appropriate and effective solutions.</p> <p>Continually seeks out and takes advantage of opportunities for learning and professional growth. Views new challenges as learning opportunities.</p>