

Technology Services, Early Childhood, Non-Affiliated Non-Supervisory Rubric (v.2019)

Domain 1: Quality of Work

1.1 What is the quality of the employee's technical skills?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

1.2 Does the employee maintain awareness of changes in work relevant to technical areas and respond to those changes?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

1.3 Does the employee provide quality customer service?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

1.4 Does the employee organize work to make the job easier and the supervisor's job easier?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

1.5 Is the work product accurate?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

1.6 Is the work product timely?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

1.7 To what extent are projects well-conceived, analyzed and carried out systematically?

Ineffective

Minimally Effective

Effective

Highly Effective

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The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

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Domain 2: Quantity of Work

2.1 Does the employee manage work efficiently?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

2.2 Are speed and consistency of output, time utilization and results satisfactory?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

2.3 Can the employee receive assignments from several people, judge or resolve priorities?

Ineffective

The employee does not perform at an acceptable level to meet the position

Minimally Effective

The employee occasionally meets the position standards; performance is not

Effective

The employee consistently meets the position standards; performance is

Highly Effective

The employee routinely exceeds the standards for the position by

standards.

fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

fully acceptable and demonstrates sound balance between quality/quantity.

demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

Domain 3: Interpersonal Relationships

3.1 How does the employee work with others?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

3.2 Does the employee obtain cooperation from others?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

3.3 Is help offered to others during slow periods?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry

quality/quantity consistently.

quality/quantity.

out the most complex/demanding portions of the job.

3.4 How effectively does the employee address and resolve conflict/problem situation with others?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

3.5 Does the employee possess quality communication skills?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

3.6 Does the employee keep supervisors and co-workers updated with the progress of their work?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

3.7 How well does the individual handle unpleasant issues and seek to solve them on his/her own?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

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Effective

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Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

Domain 4: Initiative and Self Reliance

4.1 Is the employee able to take action without direction? (E.g. What is the extent of supervision required?)

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

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Effective

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Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

4.2 Does the employee do a quality job of follow through on tasks (E.g. Is the task done completely or just enough to get the work accomplished?)

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

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Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

4.3 Does the employee seek out new responsibilities?

Ineffective**Minimally Effective****Effective****Highly Effective**

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The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

4.4 Can this employee troubleshoot a problem to a successful conclusion most of the time?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

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Highly Effective

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Domain 5: Dependability

5.1 Is the person generally flexible to change plans in order to meet deadlines?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

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Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

5.2 Does the employee accomplish all tasks within the proper time frame?

Ineffective

The employee does not perform at an acceptable level to meet the position

Minimally Effective

The employee occasionally meets the position standards; performance is not

Effective

The employee consistently meets the position standards; performance is

Highly Effective

The employee routinely exceeds the standards for the position by

standards.

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demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

5.3 Is work complete and thorough, eliminating the need for close review?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

5.4 Is closer review of work required during the pressure periods?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

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Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

5.5 How much knowledge of the supervisor's work and department does the employee have?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

5.6 In the supervisor's absence, can this knowledge be applied to ensure that matters are tended to or are referred to the proper person for action?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

The employee routinely exceeds the standards for the position by demonstrating outstanding performance and knowledge to carry out the most complex/demanding portions of the job.

5.7 Are such factors as attendance, punctuality, time off, adherence to institution policies and procedures satisfactory?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

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Effective

The employee consistently meets the position standards; performance is fully acceptable and demonstrates sound balance between quality/quantity.

Highly Effective

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5.8 Does the employee maintain acceptable attendance?

Ineffective

The employee does not perform at an acceptable level to meet the position standards.

Minimally Effective

The employee occasionally meets the position standards; performance is not fully acceptable and doesn't demonstrate sound balance between quality/quantity consistently.

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