Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Position Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Performance Period: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

| **Professional Competencies** | |
| --- | --- |
| **Accountability**   * Take responsibility for our actions and act with integrity. * Accepts individual responsibility for actions and behaviors. * Follows through with commitments. * Accomplishes job related tasks and goals by adhering to policies and procedures. * Anticipates and identifies problems and is ready with alternative solutions. * Conducts business with integrity and adheres to policies and procedures. | |
| **Comments:** | * Meets or Exceeds Expectations * Needs Improvement or Development |
| **Adaptability**   * Support the changing needs of unit and the University of Illinois. * Willingly takes on new challenges and responsibilities. * Embraces changes in technology, customer needs and business processes.   Maintains an even temper in difficult and stressful situations. | |
| **Comments:** | * Meets or Exceeds Expectations * Needs Improvement or Development |
| **Customer Focus**   * Listen to the needs of customers and offer them our best effort every time. * Identifies the specific needs of all customers and responds in a way that will assure high quality service and results in customer satisfaction. Works to proactively address customer needs. * Responds to customers in a timely manner. * Demonstrates respect for all individuals regardless of background, culture, or organizational level. | |
| **Comments:** | * Meets or Exceeds Expectations * Needs Improvement or Development |
| **Communication**   * Communicate openly, honestly, and respectfully with each other and with customers. * Effectively expresses ideas and information in oral and written form. Facilitates exchange of ideas, and fosters an atmosphere of open communication. * Shares information and resources with others as appropriate in a timely manner. | |
| **Comments:** | * Meets or Exceeds Expectations * Needs Improvement or Development |
| **Team Work and Professionalism**   * Acknowledges and embraces diversity of thought, opinion, and approach with customers and colleagues regardless of background, culture, and organizational level. * Actively contributes to the goals of the unit and works collaboratively to assist others in meeting goals. * Create collaborative partnerships to accomplish mission and vision. * Establishes and maintains effective working relationships with employees with in and external to his/her unit. * Inspires, motivates and guides team toward goals. | |
| **Comments:** | * Meets or Exceeds Expectations * Needs Improvement or Development |
| **Continuous Improvement**   * Uses initiative and identifies ways to enhance unit operations and services on an ongoing basis. * Recommend ways to streamline processes and systems to improve efficiencies and reduce operating costs. * Seek ways to improve skills and abilities. | |
| **Comments:** | * Meets or Exceeds Expectations * Needs Improvement or Development |

| **Essential Job Functions** | |
| --- | --- |
| **Job Knowledge/Expertise**   * Demonstrates the knowledge and skills necessary to perform the job. * Performs responsibilities in accordance with job description, procedures and policies. * Acts as a resource person (as necessary) upon whom others rely for assistance. * Understands the expectations of the job and remains current regarding new developments in areas of responsibility. * Demonstrates skills necessary to meet job requirements. | |
| **Comments:** | * Meets or Exceeds Expectations * Needs Improvement or Development |
| **Work Quality**   * Completes assignments in a thorough, accurate and timely manner achieving defined outcomes * Meets established goals successfully. * Exhibits concern for the goals and needs of the department and others that depend on services or work. * Handles multiple tasks and uses work time effectively to maximize personal productivity. * Delivers high quality work product within few errors. * Prioritizes responsibilities based upon changing needs of the unit. | |
| **Comments:** | * Meets or Exceeds Expectations * Needs Improvement or Development |

| **Goals** |
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|  |  |
| --- | --- |
| **Last Year’s Goals** | **Last Year’s Results** |
| Goal 1 |  |
| Goal 2 |  |
| Goal 3 |  |
| Goal 4 |  |
| Goal 5 |  |
| Goal 6 |  |
| **Goals for Next Year** | |
| Goal 1 | |
| Goal 2 | |
| Goal 3 | |
| Goal 4 | |
| Goal 5 | |
| Goal 6 | |