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** |
| --- |

|  |  |
| --- | --- |
| **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 |