

## **PageUp Performance Evaluation Competencies**

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### **Non-Supervisor Standard Evaluation Competencies**

1. **Knowledge, Skills, and Abilities** - Employee has the knowledge, skills, and abilities needed in the present position.
  - a. Competent in required job skills and knowledge
  - b. Exhibits ability to learn and apply new skills
  - c. Keeps abreast of current developments
  - d. Requires minimal supervision
  - e. Displays understanding of how job relates to others
  - f. Uses resources effectively
2. **Quality/Quantity of work** - Employee has the ability to independently plan, prioritize, and complete work with accuracy, neatness, and at a satisfactory rate.
  - a. Demonstrates accuracy, thoroughness, and attention to detail in work
  - b. Consistent
  - c. Maintains an acceptable level of capability, skill, and thoroughness in effectively accomplishing assigned duties and responsibilities
  - d. Looks for ways to improve and promote quality
  - e. Monitors own work to ensure quality and applies feedback to improve performance
  - f. Achieves established goals
  - g. Maintains a level of production that is sufficient to accomplish assigned duties
  - h. Performs a full range of duties
  - i. Produces necessary results in spite of unforeseen changes
  - j. Alerts appropriate team member if deadlines need to be renegotiated to accomplish work with higher priority
  - k. Meets required deadlines
  - l. Uses available systems to organize and efficiently keep track of information
3. **Customer Service Skills** - Employee is committed to providing excellent customer service to internal and external customers and willingly cooperates with others to achieve department and University goals. Employee demonstrates a positive attitude toward others and exhibits flexibility and adaptability in meeting the demands of change in the workplace.
  - a. Responds promptly to requests for service and assistance
  - b. Seeks out creative approaches to provide or improve services
  - c. Asks questions to discover needs
  - d. Presents solutions which meet service objectives

- e. Displays ability to work with others as a member of the team
  - f. Contributes to the effectiveness of the department, college, or division as a teamplayer
  - g. Works well with others inside and outside of the department to accomplish goals
  - h. Demonstrates ability to adjust to changes in job, stress, deadlines, assignments, methods, personnel, or surroundings with little difficulty
  - i. Relates to and cooperates with co-workers, other university employees, students, and visitors in an acceptable manner
4. **Attendance** - Employee is punctual, adheres to work schedule, and complies with attendance and leave policies.
- a. Pattern of attendance does not interfere with the assigned duties and responsibilities
  - b. Dependable - fulfills position responsibilities
  - c. Reports to work on time and communicates schedule changes promptly to the supervisor
  - d. Schedules time off in advance
  - e. Begins work on time
  - f. Keeps absences within guidelines
  - g. Ensures work responsibilities are covered when absent
  - h. Arrives at meetings and appointments on time
5. **Initiative** - Employee exhibits leadership, is resourceful and willing to do more than the minimum, strives to achieve goals, and seeks additional responsibility.
- a. Uses authority appropriately to accomplish goals
  - b. Fosters team cooperation
  - c. Monitors own work to ensure quality
  - d. Takes responsibility for resolving difficult or complex service requests
  - e. Resolves problems in the early stages
  - f. Promotes conservation of University's resources
  - g. Displays a willingness to make decisions
  - h. Exhibits ability to learn and apply new skills
  - i. Finds opportunities to pass on own knowledge and transfer skills to others
  - j. Seeks new work challenges
  - k. Encourages and accepts feedback to enhance performance
  - l. Looks for creative approaches to provide or improve services
  - j. Attends and encourages others to attend campus cultural events
  - k. Volunteers to assist in culture activities and events
  - l. Considers the makeup of diverse groups when presenting examples
  - m. Develops working relationships with people of diverse levels and backgrounds

## **Supervisor Standard Evaluation Competencies**

1. **Knowledge, Skills, and Abilities** - Employee has the knowledge, skills, and abilities needed in the present position.
2. **Quality/Quantity of work** - Employee has the ability to independently plan, prioritize, and complete work with accuracy, neatness, and at a satisfactory rate.

3. Customer Service Skills - Employee is committed to providing excellent customer service to internal and external customers and willingly cooperates with others to achieve department and University goals. Employee demonstrates a positive attitude toward others, and exhibits flexibility and adaptability in meeting the demands of change in the workplace
4. Attendance - Employee is punctual, adheres to work schedule, and complies with attendance and leave policies.
5. Initiative - Employee exhibits leadership, is resourceful and willing to do more than the minimum, strives to achieve goals, and seeks additional responsibility.
6. Integrity – Employee projects a positive image as a leader within the University; promotes, enforces, and takes action consistent with the current policies and procedures; takes responsibility for personal actions; keeps commitments; and displays strong moral principles. Employee leads by example, does the right thing when no one is looking, and is able to be trusted consistently.
7. Communication – Employee clearly and effectively conveys information that expresses thoughts, facts, and the University’s mission; demonstrates effective use of listening skills; encourages and supports openness to other peoples’ ideas and thoughts; and ensures important matters are shared with all appropriate parties.
8. Collaboration – Employee shares time, energy, knowledge, and skills with others for the betterment of the University; offers assistance and support when needed; creates an atmosphere where employees feel empowered to perform their duties with decision-making authority within their areas of responsibility; works cooperatively and effectively with others to achieve common goals; and resolves interpersonal conflicts constructively.
9. Performance Management – Employee sets measurable objectives (quantitative and/or qualitative) for direct report(s) aligned with the department’s and University’s strategic plans; provides regular feedback on performance as measured against goals; addresses performance issues promptly; fosters direct report’s learning and development opportunities; provides public and private recognition of accomplishments; and completes direct report’s performance review as assigned, including written feedback on competency scores above or below a rating of 3 Stars.

## Coach Standard Evaluation Competencies

1. Coaching Success and Skills – Employee displays adequate knowledge and technical skill for specific sport, defines and communicates the program’s overall purpose and philosophy, and works to achieve program goals while creating a safe environment for student-athletes. Employee communicates effectively with student athletes, maintains awareness of team behavior and activities outside of practice, and handles discipline measures in a consistent and professional manner.
2. Academics and Life Skills – Employee provides full access to the resources of student-athlete support services for all team members, represents the mission of UWF in promoting academic achievement, encourages participation in life skills workshops, and maintains a graduation rate consistent with departmental objectives.
3. Compliance – Employee demonstrates appropriate knowledge and understanding of NCAA rules and regulations; completes all necessary or required NCAA documents in a timely manner; and commits to the strong adherence to NCAA, conference, institutional, and departmental rules and regulations. Employee works to establish a recruiting system consistent with the department’s philosophy and researches recruit backgrounds thoroughly.
4. Fiscal and Departmental Responsibility – Employee stays within allocated budget, adheres to business office policies and procedures, and manages resources properly. Employee follows departmental directives and meets deadlines for completing or returning required documentation.
5. External Relations – Employee works closely with Athletic Communications, Marketing, the Argonaut Athletic Club, and the media to assist in cultivating positive relationships with alumni, campus community, and the surrounding community while promoting their respective sport. Employee participates in fundraising events, shows a willingness to support University functions, and develops opportunities for student-athlete community engagement.
6. Professionalism – Employee displays a positive and professional manner while exercising appropriate behavior at all times. Employee welcomes and respects the ways in which people and ideas are different and the ways in which they are similar.