

## MOVE TO POSITION COMPETENCIES

DEPARTMENTAL/JOB KNOWLEDGE	SCORE
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### Outstanding/Exceptional Performance

Demonstrates excellent knowledge of departmental procedures and operations; is responsive to requests for information; can answer questions about the department easily; is very familiar with the jobs of others in the department and can easily cross function as needed; exhibits a strong command of the job knowledge requirements and is able to apply that knowledge efficiently; possesses the necessary skills to handle all elements of the job with ease and with minimal supervision; trains others as necessary; consistently answers questions and responds to internal and external requests for assistance; eagerly seeks ways to enhance job knowledge and apply back to the job.

### Commendable Performance

Has a good working knowledge of departmental procedures and operations; can be depended on to provide assistance to customers as warranted; can help out with all jobs in the department as necessary; demonstrates an excellent working knowledge of the job; performs the job with accuracy and effectiveness; works responsibly and without assistance; looks for ways to grow in the knowledge of the job; responds when opportunities are presented to increase job knowledge.

### Competent Performance

Understands departmental procedures and operations; is sufficiently knowledgeable to be able to refer questions to the appropriate staff for answers; is willing to help out wherever possible in the department; exhibits through performance a good knowledge of the job; can handle most elements of the job without supervision or assistance; is willing to learn new things when asked.

### Needs Improvement

Lacks the necessary understanding of departmental procedures and operations; is not able to direct customers or answer questions about the functions of the department; sometimes fails to exhibit an understanding of basic job knowledge; is not able to fully apply or does not know how to perform all requirements of the job; very often requires assistance to perform certain routine elements of job.

### Unsatisfactory

Does not understand basic departmental procedures and operations; cannot answer basic questions about the department; does not exhibit a fundamental knowledge of the job; cannot perform the requirements of the job; does not exhibit a willingness to learn or cannot learn after many efforts at training.

### Justification:

TRAINING/SELF-DEVELOPMENT/CONTINUOUS IMPROVEMENT	SCORE
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### Outstanding/Exceptional Performance

Participates regularly in internal training opportunities; exhibits a desire to self-develop and takes advantage of such opportunities when they become available; exhibits enthusiasm for training others as opportunities may arise; consistently applies learning outcomes to the job; seeks innovative ways to accomplish quality results in job performance; consistently evaluates components of job and on own

initiative looks for methods to recommend for improvement; exhibits an eagerness to participate in problem solving efforts that arise; offers ideas to consider when evaluating a situation for improvement.

Commendable Performance

Willingly participates in internal training opportunities; demonstrates a willingness to learn and self-develop; is willing to train others if need arises; generally is successful in applying training back to the job; willingly participates in improvement activities; exhibits a positive demeanor when changes need to be incorporated into operations; works to facilitate the change effort and maximize the improvement result.

Competent Performance

Participates in internal training when required; is generally supportive of training and self-development with others; makes an effort to use training on the job; applies improved methods as requested; accepts the philosophy of change to improve operations and does his/her part to respond positively with the change.

Needs Improvement

Does not have a positive attitude about internal training opportunities; demonstrates a hesitation in learning new things; learning outcomes are not always applied to job; is not always willing to respond to necessary changes in operations that arise.

Unsatisfactory

Is not receptive to training and unwilling to change; refuses to take advantage of training opportunities; does not apply learning outcomes to job; is a negative influence within the department.

Justification:

**Score**