

General Workforce Dimensions – Appendix B *(page 1 of 2)*

Performance dimensions describing job-related qualifications are listed below in BOLD and underlined *(with a brief description in parentheses)*. Related standards for each dimension are outlined in bullet format below it. You may select one or more performance dimensions from this list for use in an employee's Performance Plan, but they must be used in their entirety. No substitutions or modifications are permissible.

I. Individual Performance

Adaptability *(the efficiency with which the employee works under stress and responds to change)*

- Changes in assignments, supervision, work schedules or locations are well received
- Professional demeanor is observed in tough situations
- Competing demands are effectively handled within the scope of the position

Communications *(the extent to which the employee applies routine oral and written communication skills in daily work assignments)*

- Unfamiliar terms and instructions are clarified
- Appropriate individuals are kept adequately informed of changes or new information
- Oral and written communications are clear and easy to understand

Customer Service *(the degree to which the employee provides effective front-line services to external customers)*

- Customer confidence is increased through education
- Customers receive accurate guidance in service processing
- Customers are provided information consistent with the complexity and nature of their needs

Initiative *(the degree to which the employee is expected to work autonomously or with little supervision)*

- Increased responsibility is pursued within the scope of the position
- Independent action taken is appropriate and timely
- Assistance is requested when needed

Job Knowledge *(the demonstration of technical or other specialized knowledge required to perform the job)*

- Difficult questions are correctly answered
- New skills are applied that result in enhanced or improved performance
- Knowledge level is maintained appropriate to the position

Oral Communications *(the degree to which the employee's speaking abilities are a significant part of the job)*

- Speaking skills are clear and informative
- Listening skills are focused with attention to detail
- Questions asked and answered are thorough and appropriate

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Planning and Organization *(the extent to which the employee plans, organizes and implements tasks or programs)*

- Time and resources are effectively utilized
- Assignments are prioritized and completed in a timely manner
- Changes are integrated smoothly

Problem Solving *(the ability to analyze problems or procedures, evaluate alternatives and recommend the best course of action)*

- Sound and accurate judgment is used
- Recommendations/decisions made are accurate and timely
- Appropriate individuals are included in the decision making process

Productivity *(the degree to which the employee produces expected quality, quantity and timeliness requirements)*

- Measurable results are attained appropriate to assignments
- Control is maintained over assignment completion and work pace
- Assignments are completed to specifications

Public Contact *(the degree to which the employee represents the county in a public forum or setting)*

- Professionalism, courtesy and respect are displayed
- Public issues or concerns are seriously considered
- Supervisor is kept aware of any problems that may arise

Written Communications *(the extent to which the employee's written work is a significant part of the job)*

- Written work is clear, concise and informative
- Completed work product is appropriately edited for grammar, errors and omissions
- Numerical data is effectively displayed

II. Individual Performance as Part of a Team

Team Leadership *(the extent to which the employee is able to build and lead teams)*

- Team roles and responsibilities are well defined
- Group activities are monitored for timely and effective achievement of stated goals
- Individual and team accomplishments are acknowledged

Team Work *(the degree to which the employee works well in a team setting)*

- Active participation is observed
- Sensitivity toward diverse viewpoints is observed
- Team and individual responsibilities are well balanced