

Position-Specific Dimensions – Appendix C

Position-specific performance dimensions are listed below in BOLD and underlined (*with a brief description in parentheses*). Related standards used to measure each dimension are outlined below it in bullet format.

The list below does not represent actual position-specific dimensions or standards currently in use; they were developed as illustrative examples only. Raters should not attempt to create position-specific results and related performance standards without prior training or experience. Technical assistance is available upon request of the Human Resources Training Officer.

Automated Information Services (*the degree to which the employee provides data management services for internal users*)

- Service requests are responded to in accordance with department guidelines
- Software audits are accurate and completed on time as assigned by supervisor
- Documentation is thorough with final products containing no more than 5% errors

Clinic Immunization Service (*the extent to which the employee provides immunization and education services*)

- Vaccination status reports are submitted quarterly for children ages 5-7
- Booster shots are given to eligible children ages 10-14
- Educational information on immunizations is reviewed with parents of newborns

Community Relations Services (*the extent to which the employee involves the community in the organization's activities and services*)

- Program goals are achieved for 98% of the projects assigned
- Objections are handled with persuasion and persistence
- Ten (10) new community contacts are initiated quarterly

Engineering Services (*the degree to which the employee provides engineering services to ensure projects are completed satisfactorily, safely and on schedule with minimal disruption to the public*)

- Construction cost estimates are developed following department procedures
- One (1) field visit is made per week for each active construction project
- Plan reviews are completed on schedule and with fewer than 10% errors

Sheriff Communications (*the degree to which the employee maintains a single-point of contact for citizens with emergency and non-emergency requests*)

- Emergency calls for law enforcement, fire and emergency medical service are answered in accordance with public safety protocols
- Non-emergency calls are responded to in a timely manner per department protocol

Traffic Control Services (*the degree to which the employee provides data leading to a safe, efficient and convenient movement of vehicles, people and goods over the county road system*)

- Traffic studies are completed in a thorough and timely manner per management directive
- Signal installations are inspected quarterly
- Work orders are issued within twenty four hours of problem identification