

STATE OF ARKANSAS PERFORMANCE EVALUATIONS



FY25 Standards

Customer Service (Internal and External)

Typical functions for Customer Service:

- Demonstrates a service-minded and positive attitude by providing helpful, courteous, responsive, and knowledgeable service
- Works to understand people and information before making judgments and responding
- Responds quickly to meet customer needs and resolve problems
- Takes the required actions to meet needs effectively and exceed a customer's/client's/vendor's expectations
- Seeks opportunities to improve the products or services to meet customer needs
- Establishes and maintains effective relationships with customers and gains their trust and respect

Department Measurement

If this box is checked, the rating manager must fill in the text box below to establish any additional measurement(s) and job-related expectations.

Communication

Typical functions for Communication:

- Respectfully listens to others to gain a full understanding of issues
- Uses multiple resources or means to organize and present information in a clear and concise manner
- Appropriately adapts the message, style, and tone to accommodate a variety of audiences
- Communicates effectively with others and treats others with respect
- Elicits thorough and thoughtful discussion and questions to accomplish tasks and goals
- Uses correct grammar, punctuation, and spelling

Department Measurement

If this box is checked, the rating manager must fill in the text box below to establish any additional measurement(s) and job-related expectations.

Accountability

Typical functions for Accountability:

- Demonstrates a dedication to the agency's mission, goals, and objectives
- Demonstrates a commitment to delivering on his/her public duty and presenting oneself as a credible representative of the agency to maintain the public's trust
- Accepts full responsibility for individual decisions and team contributions; does not shift blame on others
- Prompt and regular in attendance; arrives on time; absent only with prior approval and in rare emergencies
- Prioritizes and completes work to meet deadlines and makes effective use of discretionary time
- Complies with agency policies and standards

Department Measurement

If this box is checked, the rating manager must fill in the text box below to establish any additional measurement(s) and job-related expectations.

Professionalism

Typical functions for Professionalism:

- Demonstrates competence and reliability about the job and work environment; maintains poise in stressful situations
- Collaborates with co-workers to further the agency's mission
- Demonstrates commitment and willingness to work together in finding solutions to complete tasks and goals
- Adapts to changing conditions and new technologies easily and positively
- Accepts constructive criticism and suggestions and adjusts performance or behavior accordingly
- Demonstrates personal integrity and does not misrepresent facts for personal gain; pursues honesty and adheres to ethical standards

Department Measurement

If this box is checked, the rating manager must fill in the text box below to establish any additional measurement(s) and job-related expectations.

Initiative

Typical functions for Initiative:

- Looks for improvements and efficiencies to streamline processes and/or procedures
- Identifies actions necessary to achieve goals
- Analyzes a problem and develops a plan of action considering all relevant factors
- Seeks appropriate input when uncommon situations arise
- Develops creative, practical solutions

Department Measurement

If this box is checked, the rating manager must fill in the text box below to establish any additional measurement(s) and job-related expectations.

Job Knowledge, Skills, and Work Product

Typical functions for Job Knowledge, Skills, and Work Product:

- Demonstrates knowledge and skills required for successfully carrying out job responsibilities; pursues opportunities to obtain new knowledge and skills
- Applies the most efficient, effective, and safest (where applicable) methods in completing job duties and responsibilities
- Demonstrates and effectively applies appropriate scope of knowledge and skill in a technical or functional area
- Uses appropriate resources and techniques to deliver accurate results and/or services
- Demonstrates a focus toward producing an organized, high-quality work product
- Assignments and projects are completed by established deadlines

Department Measurement

If this box is checked, the rating manager must fill in the text box below to establish any additional measurement(s) and job-related expectations.

Supervisory/Leadership

Typical functions for Supervisory/Leadership:

- Clearly establishes and effectively communicates expectations and provides feedback and recognition
- Approves timesheets and performance evaluations in a timely and appropriate manner
- Monitors performance and provides effective feedback and coaching
- Identifies development needs and helps employees to achieve optimal performance and gain valuable skills
- Organizes and motivates employees to accomplish work goals and tasks
- Is available and accessible as a resource and support
- Mentors and coaches employees to contribute to the employee's growth and development
- Provides effective dispute resolution skills to resolve conflicts
- Makes tough decisions and settle disputes in a respectful and professional manner
- Understands and assigns the proper allocation of resources for the purpose of getting work done within a defined timeframe

Department Measurement

If this box is checked, the rating manager must fill in the text box below to establish any additional measurement(s) and job-related expectations.