

Universal Job Expectations

Quality of Work

Accurate, neat, attentive to detail, consistent, takes time to do it right, thorough, high standards, follows procedure.

Dependability

Consistent attendance, punctuality, and reliability, follows regulations completely.

Communication

Adept at oral and written communication, shares information with peers and supervisors, handles internal and external communications.

Internal/External Relationships

Agreeable, constructive, flexible, helps without being asked; handles customers, vendors, outsiders; seeks and maintains good relationships, expedites orders and projects.

Judgment

Tactful, displays sensitivity, uses common sense, maintains confidentiality, makes sound decisions, sizes up situations, takes appropriate action.

Organizational Abilities

Sets realistic priorities, organizes time, sets schedules, meets deadlines, completes projects on time, does not waste time, ability to coordinate with others.

Job Knowledge / Technical Skills

Knows what has to be done, seldom needs instruction, proficient in all technical aspects of job, knows how to run equipment, able to work independently, able to instruct, guides and trains others, understands safety/security procedures and maintains them.

Volume of Work

Keeps up with workload, meets crash programs when necessary, steady, consistent, willing to put in extra effort.

Motivation

Genuine commitment to job, energetic, self-starting, shows initiative, commitment, positive attitude, enthusiasm, and high energy level.

Reaction to Stress

Can be depended upon when deadline pressures intensify, able to remain calm and effective despite irritation or changes in plans and policies, rarely loses temper, shows good frustration tolerance, able to handle irate people.

Problem Solving

Troubleshoots, quick insight and able to learn, handles complex assignments, analytical, gets to the point.

Creativity

Innovative, generates original solutions, develops new options, and suggests improvements, willing to try new concepts.

Decisiveness

Willingness to make decisions, makes appropriate decisions, asks questions when needed.

Hygiene

Clothing appropriate to work (IE: work clothes, uniform, etc.). Comes to work clean, no offensive odors, appears healthy and clear-eyed – not flushed or pale, alert, physically capable (IE: clear speech, awake).

Sub-Standard Performance

Quality of Work

Increase number of errors, inconsistent quality, does not take the time to do the job correctly, appears rushed, not thorough, work often incomplete, not follow procedures.

Dependability

Absenteeism, patterns of unauthorized leave, excessive sick leave, frequent Monday and/or Friday absences, repeated absences.

Communication

Diminished oral and written communication, misuses information for personal gain or to hurt others, tells peers and supervisors/ managers too much or too little, misinterprets information received, covers up problems.

Internal/External Relationships

Disagreeable, openly mistrusts people; edgy, easily/frequently angered or hurt; obstructive, slows work by others; rigid, unable to work with others in new ways; deteriorating relationships with coworkers, supervisors, customers, vendors, outsiders. Hostile, argues. Overreacts to real or imagined criticism, unstable relationships with coworkers, unreasonable resentments held over time, complaints from coworkers, blames others.

Judgment

Tactless, says things that hurt coworkers or customers; does not use common sense; illogical reasons for behaviors; violates confidentiality; does not understand the whole picture, takes inappropriate actions; inattentive to safety procedures.

Organizational Abilities

Sets unrealistic priorities, poor use of time, inefficient scheduling, missed deadlines, incomplete projects, inability to coordinate with others.

Volume of Work

Overwhelmed by realistic workload, makes commitments and does not meet them, unavailable for extra work; rigid, cannot increase workload when needed; volatile, easily upset, inconsistent pace of work.

Job Knowledge/Technical Skills

Doesn't know what has to be done, frequently needs instructions; not keeping pace with technical developments of job; does not use equipment properly; unable to work independently; does not instruct, guide, and train others.

Motivation

Lack of commitment to job, unconcerned with quality, disinterested in nature of work, frequent references to job dissatisfaction, low energy level, needs frequent prodding to initiate activities.

Reaction to Stress

Difficulty in concentration; increased accident rate on and off the job; becomes upset over minor irritations, changes in plan, and new policies; poorly controlled emotions – easily loses temper, yells, cries, withdraws.

Problem Solving

Does not recognize a problem exists, cannot define the problem, on track mind, most problems have the same few causes or solutions. Denies problem exists, blames others, and covers up problems.

Creativity

Focuses on negatives, easily diminishes new ideas, unwilling to try new ideas; habitual thought and behavior, same solutions for all problems; high security needs; fears risk, needs constant supervision and reassurance; over-reliance on structure, getting the job done well is not as important as following the rule; unquestioning; unable to determine new options.

Decisiveness

Unwillingness to make decisions, asks too many people for advice, tries to solve a problem without thinking it through, does not ask necessary questions, acts impulsively.

Hygiene

Inappropriate clothing; too casual or formal, sexually inappropriate, appears unclean/ unwashed at beginning of work; no regular change of clothes, offensive odors such as bad breath or body odor, appears ill; flushed or pale, bloodshot eyes, not alert, inattentive.