

STATE OF ARKANSAS PERFORMANCE EVALUATIONS



FY24 Standards

Rating Categories	Description	Star Ratings
4 = Exceeds Expectations	Employee's performance consistently surpasses established standards. The employee accomplished tasks and duties above the requirements and made a positive impact on the agency.	★★★★
3 = Meets Expectations	Employee's performance meets all requirements for the position in a competent and proficient manner. This represents the expected level of performance as established by the agency director or supervisor.	★★★
2 = Needs Improvement	Employee's performance periodically falls short of requirements, or the employee requires development in the position.	★★
1 = Unsatisfactory	Employee's performance frequently falls short of requirements; employee consistently demonstrates poor attitude and/or low competency.	★

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

- ★★★★★ Exceeds Expectations
 ★★★★ Meets Expectations
 ★★★ Needs Improvement
 ★ Unsatisfactory

Department Measurement

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

- ★★★★★ Exceeds Expectations
 ★★★★ Meets Expectations
 ★★★ Needs Improvement
 ★ Unsatisfactory

Comments:

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

- ★★★★★ Exceeds Expectations
 ★★★ Meets Expectations
 ★★ Needs Improvement
 ★ Unsatisfactory

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- ★★★★★ Exceeds Expectations
 ★★★ Meets Expectations
 ★★ Needs Improvement
 ★ Unsatisfactory

Comments:

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

- ★★★★★ Exceeds Expectations
 ★★★★ Meets Expectations
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 ★ Unsatisfactory

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 ★★★★ Meets Expectations
 ★★★ Needs Improvement
 ★ Unsatisfactory

Comments:

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

- ★★★★★ Exceeds Expectations
 ★★★★ Meets Expectations
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 ★ Unsatisfactory

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Comments:

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

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 ★★★★ Meets Expectations
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Comments:

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

- ★★★★★ Exceeds Expectations
 ★★★★ Meets Expectations
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 ★ Unsatisfactory

Comments:

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

- ★★★★★ Exceeds Expectations
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Comments: