

# PERFORMANCE EVALUATION PROCESS

## JUSTJUNK® Performance Evaluation

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Role: \_\_\_\_\_

The following scale will be used for the evaluation:

- 9-10 **An exceptional skill:** This individual consistently exceeds behavior and skills expectations in this area.
- 7-8 **A Strength:** This individual meets most and exceeds some of the behavior and skills expectations in this area.
- 5-6 **Appropriate skill level:** This individual meets a majority of the behavior and skills expectations in this area. There is a generally positive perspective toward responsibilities.
- 3-4 **Not a Strength:** This individual meets some behavior and skills expectations in this area, but sometimes falls short.
- 1-2 **Least Skilled:** This individual consistently fails to reach behavior and skills expectations in this area.
- Not applicable or not observed

### WORK PERFORMANCE AND INDIVIDUAL SKILLS

SKILL	SCORE	COMMENTS
Gets the job done right the first time		
Completes work in a timely manner		
Completes work accurately		
Effectively works within rules and policies		
Makes timely decisions		
Has good verbal communication skills		
Has good written communication skills		
Technical skills are up to date		
Writing skills are neat and legible		
Work is organized and complete		
Recognizes problems and identifies underlying causes		
Has good strategic skills		
Is persistent in reaching goals		
Is effective at working within time limits		
Knows how to prioritize work		
Develops effective systems and improves processes		
Keeps a clean organized work area		
Brings expertise to the job		
Keeps knowledge up to date by reading, researching etc.		
Coaches, motivates and helps develop others		
Is trustworthy, open, and honest		
Is prompt		
Has a positive outlook		

**TOTAL POINTS FOR THIS SECTION: 23 Questions:**

**Section Avg.:**

### CLIENT SERVICES

SKILL	SCORE	COMMENTS
Treats clients like business partners		
Identifies, understands and responds to clients needs		
Presents ideas clearly and simply		
Listens attentively to clients		
Solicits and provides effective feedback		



Uses the company telephone protocol		
Provides excellent service; goes extra mile		
Is friendly and courteous to clients		
Knows client's business		
Replies promptly to clients requests		
Looks after clients in a timely manner		
Develops systems for better client services		
Keeps others informed about client needs		
Balances clients requests with business requirements		

**TOTAL POINTS FOR THIS SECTION: 14 Questions**

**Section Avg.:**

## TEAMWORK

SKILL	SCORE	COMMENTS
Supports the team goals		
Puts the interests of the team before self		
Builds consensus and shares relevant information		
Values and respects others input		
Takes responsibility for own actions		
Does their part to get things accomplished		

**TOTAL POINTS FOR THIS SECTION: 6 Questions**

**Section Avg.:**

## MANAGEMENT AND LEADERSHIP SKILLS

SKILL	SCORE	COMMENTS
Manages resources effectively		
Takes initiative to make things happen		
Takes informed calculated risks		
Makes well-reasoned, timely decisions		
Follows through to deliver results		
Communicates and sets clear expectations		
Anticipates and is for change		
Has people skills; is honest, dependable and approachable		
Provides supportive and guiding leadership		
Delegates duties skillfully		
Visionary; sees the big picture		
Applies fairness to any action		
Coaches and develops teams		

**TOTAL POINTS FOR THIS SECTION: 13 Questions**

**Section Avg.:**

## BUSINESS DEVELOPMENT

SKILL	SCORE	COMMENTS
Actively seeks new clients		
Maintains required networks		
Provides input to business development strategy		
Suggests new services to provide to clients		
Learns new skills to assist in company growth		

**TOTAL POINTS FOR THIS SECTION: 5 Questions**

**Section Avg.:**

## INNOVATION

SKILL	SCORE	COMMENTS
Constantly benchmarks "best practices"		
Performs frequent process review		



Solicits process improvement feedback		
Suggests new goals for team growth		
Researches better ways to do things		
Creates systems and procedures to make job more efficient		
Presents strategic ideas in order to improve organization/service		

**TOTAL POINTS FOR THIS SECTION: 7 Questions**

**Section Avg.:**

