**STAFF JOB DESCRIPTION/PERFORMANCE STANDARDS**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Employee Name (Last Name, First Name, M.I.):** | | | | | | |  | |
| **WCU ID:** | | | | | | |  | |
| **Department:** | | | | | | |  | |
| **Job Classification:** | | | | | | |  | |
| **Hours Worked** | | | | | | | **Total Hours Worked/Pay:** |  |
| **M** | **T** | **W** | **Th** | **F** | **S** | **S** | **Length of Lunch Period:** |  |
| 0000 | 0000 | 0000 | 0000 | 0000 | 0000 | 0000 | **Permanent (P) or Temporary (T):** |  |
| 0000 | 0000 | 0000 | 0000 | 0000 | 0000 | 0000 |  |  |

**Responsibilities (Position Overview):**

**Describe in detail the essential duties performed, listing the most important duties first. Also list percentage of time spent performing duties.**

**Describe how work is supervised by indicating how it is assigned and reviewed.**

**Organizational Chart.**

**\_\_\_\_\_\_\_\_\_ Total number of subordinates reporting to you (if appropriate)**

**Describe the kind of supervision given to employee(s) on the above chart by explaining the type of work assigned and the type of review process (if a supervisor of other employees).**

**Performance Standards***(reference Employee Performance Review for specific descriptions of each Job Factor)*

**JOB KNOWLEDGE/SKILLS**

Job Related:

1. ***(reference “Ten Pages of Sample Standards” or “Sample Job Description/Standards Form” on website for suggestions for each category)***

Competency Related:

1. **Develop Self**   
   Grows and applies one’s expertise/knowledge within and across specialized technical/functional areas. Includes continual self-assessment, soliciting performance related feedback and taking initiative to build one’s own skills. Takes advantage of campus [formal and informal (on the job)] and/or external training programs to learn new skills and enhance existing skills. Seeks opportunities to participate in new activities to expand experiences.
2. **Technology Use (Role Related)**   
   Understands and uses technology to maximize work performance and efficiency. Demonstrates knowledge of software needed to complete work assignments, i.e. PeopleSoft, SAP, R25 Webviewer, Outlook, Excel, Word, Access. Takes advantage of campus and/or external training programs to learn new skills and enhance existing skills.

**WORK RESULTS**

Job Related:

1.

Competency Related:

1. **Accountability**

Takes personal responsibility for all work activities and personal actions, implementing decisions that have been agreed upon, and acknowledging mistakes and failures without blaming others.

1. **Quality Assurance/Attention to Detail**   
   Accomplishes tasks through concern for all aspects of the job, no matter how small. Accurately checks processes and tasks and follows up.
2. **Resource and Project Management**

Allocates time and resources (material, financial and human) in order to reach goals. Integrates complex project steps and outcomes and follows-up by monitoring results of delegations/assignments.

**COMMUNICATIONS**

Job Related:

1.

Competency Related:

1. **Clear Communication**  
   Expresses self clearly and effectively when speaking and writing to individuals and groups. Listens attentively and insures communication is understood by all parties involved.

**INITIATIVE/PROBLEM SOLVING**

Job Related:

1. .

Competency Related:

1. **Change Leadership**  
   Initiates, sponsors, implements, and supports organizational change. Adjusts to chance as it occurs and leads others through change processes.
2. **Creativity and Innovation**  
   Generates novel and imaginative contributions and solutions to problems, projects, processes and situations.
3. **Flexibility**  
   Responds to new and changing situations with a positive manner and adapts necessary functions with minimal disruption. Looks beyond the status quo and provides constructive feedback.
4. **Initiative**  
   Independently anticipates and identifies problems, obstacles and opportunities and makes recommendations or where applicable, takes decisive action to address them.
5. **Problem Solving/Decision Making**  
   Generates successful approaches to analyzing and resolving problems. Makes good decisions based upon a mixture of analysis, experience and judgment.
6. **Leadership**  
   Brings forth new initiatives to enhance department or university’s mission. Inspires and energizes others. Models desired behaviors. Directs the activities of the people.

**INTERPERSONAL RELATIONS**

Job Related:

1.

Competency Related:

1. **Self Management**   
   Manages stress effectively. Responds to situations in emotionally appropriate ways. Maintains healthy balance between work and personal commitments. Adjusts to changing circumstances by altering attitudes and behaviors; displays resilience and flexibility in response to setbacks and stressful situations with energy and optimism.
2. **Teamwork and Collaboration**   
   Works cooperatively with others, contributes to and accepts group opinion, and understands that organizational and team goals take precedence over individual goals. Identifies and develops partnerships to achieve goals. Works through (and helps others work through) disagreements and arrives at mutually beneficial resolutions. Promotes respectful and courteous dialogue.
3. **Ethics**   
   Appreciates, internalizes and adheres to an appropriate and effective set of core values and beliefs. Acts in line with the university’s Values Statement. Responds to work situations in accordance with these university principles and guidelines of relevant professional associations.
4. **Promotes Learning From Others**   
   Creates opportunities for the exchange of ideas in a non-judgmental environment. Encourages individuals to consider alternative perspectives.
5. **Respect**   
   Respects practices, values, and points of view of other individuals and groups; and handles oneself in diverse group settings. Demonstrates the ability to recognize, understand, accept and appreciate the value of a diverse workforce

**WORK HABITS**

Job Related:

1.

Competency Related:

1. **Client/Customer Service**   
   Focuses on exceeding the customer’s needs. Takes personal responsibility for dealing with and/or correcting customer service issues and concerns. Recognizes that all persons who seek assistance are considered customers.
2. **Efficiency**   
   Completes activities/projects in a timely manner on or before scheduled deadlines with minimal errors. Takes new, unique and creative approaches to how work is done. Strives to continuously improve processes and quality.
3. **Dependability**  
   Completes assignments and work responsibilities in a timely and reliable manner. Adheres to the established work hours for arrival and departure from work and lunch periods. This also includes appointments, meetings, and other time-sensitive activities during the workday.
4. **Organization/Planning**   
   Establishes work priorities, methods and project flow to accomplish objectives. Utilizes time effectively for maximum performance. Anticipates and prepares for future developments and deadlines.

**SUPERVISION *(if applicable)***

Job Related:

1.

Competency Related:

1. **Develop Others**   
   Works in partnership with staff to develop departmental, personal and professional goals. Encourages staff growth. Maintains a cohesive work team. Holds others accountable for exceeding the customer’s needs.
2. **Supervision**  
   Possesses or acquires the skills to recruit, select and retain talented employees. Provides relevant knowledge to employees, delegates effectively and evaluates others routinely and honestly.

**Signatures**

**I certify that to the best of my knowledge all statements shown above are correct.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Employee Signature:** |  | **Date:** |  |
| **Supervisor’s Signature:** |  | **Date:** |  |

**Any Additional Employee Comments:**

**Any Additional Supervisor Comments:**