



STAFF PERFORMANCE EVALUATION

FINANCIAL AID CLERK

Instructions: Ratings are to be based on the President's, Vice President's, Associate Vice President's, or Director/Supervisor's perception of the employee's level of performance.

1- Unsatisfactory 2- Fair 3- Average 4- Good 5- Excellent N/A -Does not apply

JOB KNOWLEDGE REVIEW:

- _____ 1. Maintains FORTIS effectively
- _____ 2. Exhibits good supervision towards work studies
- _____ 3. Effectively screen all incoming calls and walk in's
- _____ 4. Exhibits effective customer service

Comments:

DEPENDABILITY REVIEW:

- _____ 1. Displays exceptional performance and attitude
- _____ 2. Does everything possible to attend work and not abuse breaks; including personal calls
- _____ 3. Willing to contribute to the success and development of the institution

Comments:

PROFESSIONAL BEHAVIOR

- _____ 1. Displays self confidence via effective work with associates, subordinates, supervisors, and others.
- _____ 2. Accepts supervision and suggestions for improvement.
- _____ 3. Cooperates with other departments of the college
- _____ 4. Demonstrates team work qualities and supports other members
- _____ 5. Begins work promptly on arrival and displays time management by completing assigned tasks on time
- _____ 6. Employee advocacy; does not allow personal bias or feelings to interfere with other colleagues

Comments:

PERSONAL QUALITIES REVIEW:

- _____ 1. Displays professional appearance and hygiene in clothing, uniform, and grooming
- _____ 2. Demonstrates mature judgment, good attitude, and self confidence
- _____ 3. Practices tactfulness, shows compassion and demonstrates respect for others, as well as supportive and reassuring
- _____ 4. Is flexible when conditions warrant
- _____ 5. Health and stamina for effective job performances

Comments:

GENERAL COMMENTS:

Supervisor: _____ Date _____

I have seen this report: _____

Employee Signature

Date