

Job Fundamentals

The definitions below will help employees and supervisors in discussing and setting performance expectations. This list can be used in informal discussions with an employee or supervisor or more formally in Performance Review or performance improvement processes. Along with the definitions provided in the Job Performance Factors, the intent of this list is to provide constructive, practical definitions when describing and communicating job performance standards, expectations, and goals.

Analytical Ability: Given a situation, the ability to identify key components and draw an accurate set of conclusions from which to base a plan of action.

Budget Knowledge: Ability to work within his/her budget; ability to develop realistic alternatives in solving financial problems.

Communications: Ability to effectively transmit meaning to others through appropriate channels (i.e., one-on-one, group, e-mail, memos, etc.) such that it is received accurately, clearly, and concisely; ability to demonstrate sensitivity in all communications.

Computer Literacy: Fluency in appropriate technology; willingness to learn and incorporate technology.

Cooperativeness & Adaptability: Ability to accept necessary change; ability to take a flexible approach to resolving conflict; willingness to accept additional responsibilities to meet institutional and/or individual goals.

Creative Ability: Ability to envision and develop innovative, enterprising, and original solutions to circumstances.

Decision Making: Ability to resolve issues and bring closure after considering alternative solutions.

Delegation: Ability to delegate work to each subordinate on the basis of his/her capability; ability to appropriately empower subordinates to complete assigned work.

Ethics: Ability to conduct business with honesty, integrity, fairness, and forthrightness in his/her day-to-day work.

Follow-up and Control: Ability to review and communicate his or her work or the work of subordinates for accuracy and completeness with appropriate attention to detail.

Forecasting & Planning: Ability to set objectives and priorities; anticipating problems and otherwise planning work in his/her area(s) of responsibility.

Goal Orientation: Ability to commit to challenging, yet realistic, goals and aggressively pursue their achievement.

Initiative: Recognizing and acting on job-related situations beyond established position duties.

Job Knowledge: Awareness of the methods, techniques, and skills in his/her functional area(s) that are necessary for satisfactory performance.

Judgment: The ability to perceive and assess situations, relationships, and alternatives; ability to effectively use experiences to make reasonable decisions.

Leadership Ability: Ability to effectively provide direction to guide others toward established goals; ability to stimulate team and individual efforts toward achieving objectives; ability to project leadership qualities.

Motivation of Others: Ability to effectively coach and guide others to higher levels of performance.

Organization & Administration: Ability to allocate, balance, and integrate work; ability to arrange and facilitate the accomplishment of tasks in an accurate and timely manner while following established processes and procedures.

Personal Development: Possessing and acting upon an interest in increasing his/her knowledge or experience; willingness to grow and develop professionally.

Problem Solving: Ability to reach established objectives after evaluating alternative solutions.

Relationship with Others: Ability to establish trust and constructive relationships with others such as students, faculty, vendors, etc.

Relationships with Peers: Ability to establish trust and constructive relationships with peers.

Relationships with Subordinates: Ability to establish trust and constructive relationships with subordinates.

Relationships with Managers and Supervisors: Ability to establish trust and constructive relationships with managers and supervisors.

Training and Development of Others: Willingness to commit time and effort to train and develop others; willingness to provide guidance and to assist in the development of others.