

PERFORMANCE LEVEL KEY		
Needs Improvement	Meets Objectives	Exceeds Objectives
Performance does not meet objectives. Employee needs coaching and is not performing up to standards.	Performance regularly meets expectations of established objectives. Employee may exceed some, but not the majority of objectives.	Performance always meets and generally exceeds established objectives.
<b>Examples:</b> <ul style="list-style-type: none"> <li>• Performs a few or some of the essential functions of the assigned job or task.</li> <li>• Inconsistently reports to work and is inconsistently on time.</li> <li>• Not able to effectively respond to or resolve customer or departmental issues.</li> <li>• Does not seek out developmental opportunities.</li> <li>• Does not participate in the performance management and development process.</li> </ul>	<b>Examples:</b> <ul style="list-style-type: none"> <li>• Performs essential functions of the assigned job or task.</li> <li>• Reports to work regularly and on time.</li> <li>• Consistently provides excellent customer service to all internal and/or external customers/clients/patients and resolves issues and/or complaints.</li> <li>• Seeks out developmental opportunities.</li> <li>• Participates in the performance management and development process.</li> </ul>	<b>Examples:</b> <ul style="list-style-type: none"> <li>• Displays <u>near perfect</u> performance and performs essential functions of the assigned job and/or task and <u>consistently exceeds</u> expectations by going above and beyond.</li> <li>• <u>Always</u> volunteers to absorb additional work and assist others when necessary.</li> <li>• <u>Always</u> provides exceptional customer service to all internal and/or external customers/clients/patients and resolves issues and/or complaints.</li> <li>• Seeks out developmental opportunities.</li> <li>• Takes ownership of personal development and <u>actively</u> participates in the performance management and/or development process.</li> <li>• Is ready to take on additional responsibilities, more complex assignments and/or projects.</li> </ul>