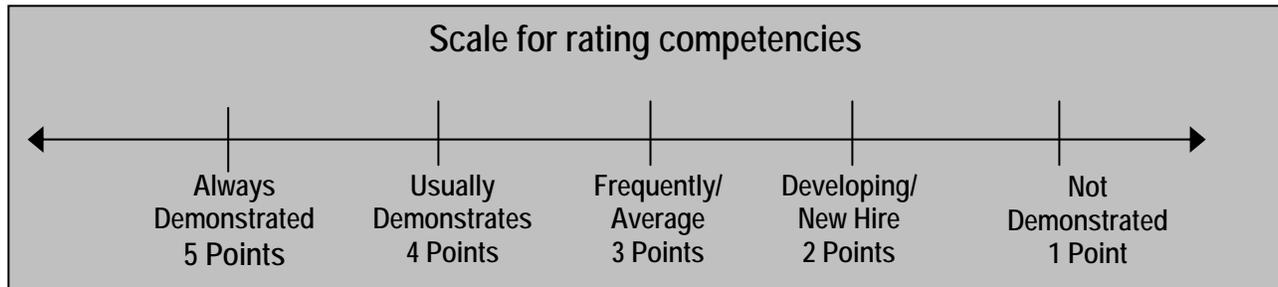


PA Leadership Charter School Student Services – Performance Assessment



1. **Initiative-** Generates ideas for improvement, solves problems without being asked, and seeks self-improvement.
2. **Communication-** Conversations are conducted and concluded in a professional and courteous manner. Appropriate information or requested assistance is given to requestors, or the request is referred to the appropriate individuals. Records messages completely and with accuracy. Establishes and maintains liaisons within Student Services and other PALCS departments to promote and enhance good working relationships. Creates a good first impression.
 - Asks clear questions, using oral and other methods of communication
 - Gives and receives information over the phone or other communications devices (email)
 - Receives instructions, guidelines, and assignments
 - Listens attentively when others speak
 - Accepts feedback from peers and manager
 - Maintains confidentiality
3. **Individual Leadership/ Influencing-** Provides direction on policies, procedures, etc. through explanation of manuals, demonstrations, hands-on practice, etc.
 - Asks for help and provides support
 - Follows logical sequence in discussions
 - Presents suggestions or point of view in an appropriate and convincing manner
4. **Planning and Organizing-** Demonstrates ability to identify objectives and successfully plan, implement and monitor issues.
 - Prioritizes and meets deadlines
 - Maintains organized files

PA Leadership Charter School
Student Services – Performance Assessment
Page 2

5. **Technical-** Has achieved a satisfactory level of technical knowledge in areas applicable to the position. Demonstrates the necessary computer/ software skills
 - Proficient in relevant computer software (i.e. Microsoft Office Suite, Moodle/MSIS, email)
 - Attends training programs and/or meetings to stay current
 - Operates fax and photocopy machines

6. **Judgment/Decision Making/Problem Solving-** the individual identifies and resolves issues in a timely manner, gathers and analyzes information skillfully and maintains confidentiality
 - Considers multiple factors when making decisions and sharing information
 - Generates alternative solutions to problems and situations
 - Knows when to make decisions himself/herself, and when to seek managerial guidance.
 - Makes decisions in a timely fashion
 - Appropriately adheres to the chosen course of action.
 - Maintains confidentiality

7. **Relationships** - Proactively develops family, student and co-worker relationships by making efforts to listen and understand. Is comfortable interacting with parents, students and co-workers to determine their needs and concerns.
 - Responds effectively to internal and external needs
 - Anticipates needs whenever possible and responds quickly and accurately
 - Attempts to exceed expectations of every family, student or co-worker
 - Provides quick and thorough service for requests and problems
 - Demonstrates an understanding of student or family needs

8. **Results Orientation-** Strives to achieve results while pursuing the highest standards. Knows what results are important. Focuses resources to achieve them.
 - Places the highest premium on work
 - Works at a fast pace
 - Values achievement
 - Demonstrates learning from varied experience and diverse perspective. Seeks improvement through continuous learning of new skills
 - Displays a high level of independence
 - Demonstrates accuracy and thoroughness

PA Leadership Charter School
Student Services – Performance Assessment
Page 3

9. **Teamwork/Collaboration**- Works effectively with team or work group or those outside formal lines of authority to accomplish organizational goals. Puts the objectives of the organization ahead of their own. Demonstrates a willingness and ability to work effectively with individuals who have a diverse set of values, experiences, and backgrounds.
- Works with others to accomplish tasks, assignments
 - Performs tasks that require cooperating with others
 - Receives feedback from peers and others to perform the job
 - Shares credit with others for good ideas or accomplishments
 - Contributes to cross-functional teams