

PROCESS FOR USING THE STANDARDS OF EFFECTIVE JOB PERFORMANCE FOR EVALUATION OF CUSTODIAL SERVICES EMPLOYEES

Evaluation Process:

1. Custodial services employees are encouraged to complete the evaluation form based on their own perception of their job performance.
2. A survey will be sent to principals on staff with direct reports for feedback.
3. Supervisors will complete the evaluation form.
4. The evaluator seeks prior approval on the performance evaluation prior to meeting with the employee.
5. The supervisor and employee will meet to discuss the performance evaluation.
6. Send the original evaluation to NACS office at 1930 Como in a confidential envelope.
7. NACS office will send to Human Resources.

Timelines for Evaluation:

1. Custodial Services personnel will receive a performance evaluation:
If original employment probationary: Evaluations will be done at 4 months, 8 months and a final evaluation will be done at the end of the 12 month probationary period.
If promotional probationary: Evaluations will be done at 2 months, 4 months and prior to the end of the 6 month probationary period.
If a permanent employee: Evaluation would be completed every other year.
2. Supervisors may choose to evaluate an employee at any time.

Improvement Plans and Disciplinary Action:

Supervisors may develop an Improvement Plan or take disciplinary action according to the labor agreement with the appropriate bargaining unit. Evaluators are encouraged to contact their supervisor for assistance in these matters.



DUE TO 1930 COMO BY _____

Standards of Effective Job Performance for Custodial Services Employees

Name: _____ Employee ID: _____

Job Title: _____ Location: _____

Evaluator: _____ Title: _____ Date: _____

Instructions: Circle the number that best describes observed behavior or overall performance.
If a standard does not apply to a specific role, mark N/A in the box to the far left.

Below Standard Area of Growth Meets Standard Area of Strength Exceeds Standard
 1 2 3 4 5

Skill Area	Performance Level				
Below Standard	Meets Standard			Exceeds Standard	
Knowledge Base	Demonstrates gaps in knowledge related to area of responsibility 1	Demonstrates working knowledge in the area of responsibility: <ul style="list-style-type: none"> • follows steps in cleaning guidelines • effectively uses tools • follows policy and procedure 2 3 4			Demonstrates extensive knowledge in area of responsibility 5
Customer Service	Feedback from others indicates disrespectful or unprofessional relationships 1	Maintains respectful, effective, and professional relationships with all students, staff and parents <ul style="list-style-type: none"> • skilled in conflict resolution • effective teamwork • effective communication with staff, students and public • takes responsibility for actions, decisions and results • reports from others of good work 2 3 4			Data indicate highly positive working relationships 5
Problem Solving	Problem solving skills are not effective 1	Applies problem solving skills effectively <ul style="list-style-type: none"> • uses resources to solve problems • proactively prevents problems • reacts effectively to solve problems • learns to solve own problems • knows which problems to solve on own and which to refer 2 3 4			Is highly proactive in identifying and minimizing potential problems 5
Notes:					

Notes:

Skill Area	Performance Level				
	Below Standard	Meets Standard			Exceeds Standard
Safety	Fails to contribute to a safe and positive work environment 1	Contributes to a safe work environment: <ul style="list-style-type: none"> • Demonstrates a commitment to safety by following rules and guidelines. • Performs work using safety equipment required for the task • Takes proper care of equipment • Follows good housekeeping practices • Reports unsafe conditions to supervisor • Meets requirements of 100% participation in safety training 2	3	4	Proactively prevents problems that may disrupt a safe and caring work environment 5
Attendance	Poor attendance and/or ineffective back up plans 1	Has good attendance with appropriate plans in place for absences <ul style="list-style-type: none"> • no pattern of absences • follows procedures for reporting absence or tardiness • follows schedule, including breaks • is on time to work: <ul style="list-style-type: none"> - ready to start work at assigned time - in uniform - works until the end of the scheduled shift 2	3	4	Has excellent attendance with well developed plans for absences 5
Training	Fails to learn and/or apply new skills as needed 1	Learns and applies new skills as needed, including technology <ul style="list-style-type: none"> • operates computer programs • operates new equipment correctly • keeps up on current best practices for job title 2	3	4	Develops self to assume new roles or responsibilities 5
Notes:					

Saint Paul Public Schools' Values:

<u>Value</u>	<u>Description</u>	<u>Yes</u>	<u>No</u>
Service over Self	Places subordinates and organization mission before self in actions, behaviors, judgments.		
Embrace Change	Opens pathways to opportunity, operates comfortably in a contemporary, dynamic environment, challenges convention appropriately		
Courage	Endeavors where we may not otherwise go, confronts difficult situations; makes tough calls and stands by them.		
Expect Excellence in all	Sets high expectations for self and others; honors quality contributions of others		
Love, Live Learn:	Exhibits dignity and respect for all, seeks self-improvement, takes personal responsibility.		
Comments:			

**ST. PAUL PUBLIC SCHOOLS
STANDARDS OF EFFECTIVE JOB PERFORMANCE FOR CUSTODIAL SERVICES
EMPLOYEES**

SUMMARY EVALUATION

Please put numeric score after each category from each page:

Category

Knowledge Base _____ Customer Service _____ Problem Solving _____

Productivity _____ Quality _____ Independence _____ Teamwork _____

Attire _____ Safety _____ Attendance _____ Training _____

For Custodial Services employees with direct reports

Recognition _____ Communication _____ High Expectations _____

Operations _____ Management _____

Please check the appropriate overall performance of employee

- _____ Exceeds Standard
- _____ Meets Standard (Satisfactory)
- _____ Below Standard (Unsatisfactory- must be re-assessed within 4 months)
 - If non-probationary, an Improvement Plan may be developed

Confer with your supervisor prior to delivering evaluation.

Summary comments (include overall summary and any developmental goals):

Signed: _____

Supervisor

Date: _____

This performance appraisal has been discussed with me and I have received a copy of it. Custodial services employees may submit a letter for inclusion in their personnel file pertaining to this evaluation.

Signed: _____

Custodial services employee

Date: _____

Procedure: Give a copy of the complete evaluation to the employee. Keep a copy for your files. Send the original to NACS office at 1930 Como in a confidential envelope. NACS office will send to Human Resources.