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:

Custodial Services personnel will receive a performance evaluation:
 <u>If original employment probationary:</u> 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.

 <u>If promotional probationary:</u> 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.

If a permanent employee: Evaluation would be completed every other year. \tilde{r}

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

Below Standard emonstrates gaps in owledge related to ea of responsibility 1	Demonstrates working • follows steps in cle • effectively uses too • follows policy and 2	aning guidelines	a of responsibility:	Exceeds Standard Demonstrates extensive knowledge in area of responsibility
owledge related to	follows steps in cleeffectively uses toofollows policy and	aning guidelines	a of responsibility:	extensive knowledge in area
1	2			
	4	3	4	5
edback from others licates prespectful or professional ationships 1	 effective team effective compublic takes responsi reports from or 	nd parents lict resolution work nunication with staff bility for actions, dea thers of good work	f, students and cisions and results	Data indicate highly positive working relationships 5
oblem solving Ills are not ective 1	Applies problem solvin uses resources proactively pr reacts effectiv learns to solve knows which refer	g skills effectively to solve problems events problems ely to solve problem own problems problems to solve on	s own and which to	Is highly proactive in identifying and minimizing potential problems 5
	professional ationships 1 oblem solving lls are not ective	professional ationships• effective team effective community public • takes responsi • reports from o1222oblem solving lls are not ectiveApplies problem solving • uses resources • proactively pro • reacts effective • learns to solve • knows which p	professional ationships• effective teamwork • effective communication with staff public • takes responsibility for actions, det • reports from others of good work12323oblem solving ectiveApplies problem solving skills effectively • uses resources to solve problems • proactively prevents problems • reacts effectively to solve problem • learns to solve own problems • knows which problems to solve on refer	professional ationships• effective teamwork • effective communication with staff, students and public • takes responsibility for actions, decisions and results • reports from others of good work1234234oblem solving ectiveApplies problem solving skills effectively • uses resources to solve problems • reacts effectively to solve problems • learns to solve own problems • knows which problems to solve on own and which to refer

Skill Area		Performance Level	
	Below Standard	Meets Standard	Exceeds Standard
Productivity	 Fails to meet expectations of: quantity timeliness 	 Completes assignments meeting expected performance criteria: <u>Quantity of work</u>: Properly uses materials and equipments to effectively and efficiently complete varying workload in a timely manner. <u>Timeliness of work</u>: meets deadlines follows through 	Identifies ways to streamline and improve efficiency of work
	1	2 3 4	5
Quality	Fails to consistently meet expectations in Quality of work	Quality of work • quality control checks are performed • meets defined cleaning standards • repair tasks are complete • accuracy and appearance are at an acceptable level • recognizes and learns from mistakes	Ensures that defined processes and quality standards, and best practices are adopted and updated; drives continuous improvement.
	1	2 3 4	5
Independence	Does not work independently as appropriate	 Works independently as appropriate demonstrates multi-tasking rotates assignments as requested cross trains continues quality teamwork even if someone is gone-picks up the slack uses resources independently effective use of time 	Proactively completes tasks independently as appropriate
	1	2 3 4	5
Teamwork	Contributes to making environment negative.	 Builds trust by respecting ideas and contributions of everyone; works well with others. implements suggestions made by others contributes to team goals 	Contributes to positive morale and spirit within the team and embraces diverse and global cultures and ideas
	1	2 3 4	5
Attire	Does not follow all aspects of uniform policy	Follows uniform policy	Uniform appearance is exceptional
	1	2 3 4	5

Skill Area			
	Below Standard	Performance Level Meets Standard	Exceeds Standard
Safety	Fails to contribute to a safe and positive work environment	 Contributes to a safe work environment: 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 	Proactively prevents problems that may disrupt a safe and caring work environment
	1	2 3 4	5
Attendance	Poor attendance and/or ineffective back up plans	 Has good attendance with appropriate plans in place for absence no pattern of absences follows procedures for reporting absence or tardiness follows schedule, including breaks is on time to work: ready to start work at assigned time in uniform works until the end of the scheduled shift 	Has excellent attendance with well developed plans for absences
	1	2 3 4	5
Training	Fails to learn and/or apply new skills as needed	 Learns and applies new skills as needed, including technology operates computer programs operates new equipment correctly keeps up on current best practices for job title 	Develops self to assume new roles or responsibilities
	1	2 3 4	5
Notes:			

Saint Paul Public Schools' Values:

Value	Description	Yes	No
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:			

Skill Area		Performance Level					
	Below Standard	Meets Standard	Exceeds Standard				
Recognition	Fails to provide positive recognition for employees	Recognizes employees for positive contributions	Regularly finds ways to support employee's large and small contributions 5				
Communication	Fails to communicate effectively	 Effectively Communicates by; communicates issues of importance to customers (i.e. faculty, athletics department, parent groups, community ed) follows the chain of commend partners with principal on building needs communicates effectively with staff 	Never fails to communicate at the right time the right information.				
	1	2 3 4	5				
High Expectations	Fails to set and/or model high expectations for staff	 Sets and models high expectations for staff building reflect best practices - clean and organized staff is viewed as positive role models for students 	Sets, models, and attains high expectations for staff				
	I	2 3 4	5				
Operations	Fails to assure that assigned operations are handled effectively	Assures that assigned operations are running smoothly • effective at prioritizing • uses staff effectively	Overall operations are a model for others				
	1	• monitors work done by evening shift 2 3 4	5				
Management	Fails to consistently implement effective managerial skills	 Implements effective managerial skills maintains appropriate level of inventory appropriate amount of supplies ordered on time ensures that all required training and licenseare in place monitors cleanliness of building uses data to make decisions 					
	1	2 3 4	5				

ST. PAUL PUBLIC SCHOOLS STANDARDS OF EFFECTIVE JOB PERFOMANCE 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: _____

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: _____

Date: _____

Custodial services employee

Supervisor

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.