

III. CUSTOMER SERVICE ASSESSMENT OF WORK-RELATED CHARACTERISTICS

The success of Minnesota State Community and Technical College is significantly dependent upon each employee demonstrating certain key work-related characteristics and competencies. As an individual who interacts with the employee (noted below) on work-related issues, it would be appreciated if you could take a few minutes to complete this assessment and return the form directly to me in a confidential envelope. Using the key below, please mark the response that best describes your assessment on how this employee is meeting the general definitions/expectations outlined in each area. Also, please take a few minutes to complete the comments section at the bottom off the form. Thank you for your input.

Employee's Name:		Campus/Location:
Classification Title	Working Title:	Supervisor:

Evaluation Rating Scale

1 = Below Expectations	2 = Minimally Meet Expectations	3 = Fully Meets Expectations	4 = Exceeds Expectations	5 = Not Applicable
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#	WORK-RELATED CHARACTERISTIC	RATING
1	Adaptability/Creativity: Responds positively to change. Flexible in adapting to changing conditions. Participates in developing new processes. Effective in generating new ideas, examining, investigating and researching to bring about improvements.	
2	Communication: Effective listening, written, verbal and interpersonal skills. Written and verbal communications are clear, concise, and well organized. Seeks input and listens and understands other points of view. Openly discusses issues and opportunities; seeks varied viewpoints and experiences. Displays empathetic listening skills, respects individual differences, and responds with respect and integrity.	
3	Customer Service/Relations: Responds effectively to internal/external customer needs, requests and concerns. Consistently anticipates customer expectations and checks to ensure expectations are met. Builds effective working relationships with both internal and external customers. Promotes and represents MSCTC in a professional manner.	
4	Decision Making/Problem Solving: Displays principled decision making on a consistent basis. Thinks through problems and evaluates relevant facts to reach sound conclusions. Looked to by others for guidance in resolving problems and making decisions. Maintains confidentiality of private and sensitive information and data.	
5	Dependability/Reliability: Consistently meets deadlines and follows through on commitments and obligations. Can be counted on to achieve the best possible results. Adheres to personnel policies (example: use of benefits, work rules, etc.).	
6	Initiative/Motivation: Attempts non-routine jobs and tasks. Resourceful and self-reliant when faced with unexpected obstacles. Demonstrates ownership and accountability for accomplishing department/institution objectives. Models positive attitude and displays initiative toward continuous learning. Sets and communicates high expectations for self.	
7	Cost Consciousness: Investigates, suggests and implements cost saving measures where appropriate.	
8	Teamwork: Willing to work toward common goals. Able to facilitate teamwork and consistently displays ability to assist, impact and influence others to achieve productive outcomes. Has a high rapport with customers, supervisors, peers, and subordinates. Models and promotes mutual respect among co-workers and customers.	

COMMENTS:

Exemplary Strengths:

Suggestions for Improvement:

Signature: _____

Date: _____

*Thank you for taking the time to complete this assessment. Your input is appreciated.
RETURN THIS FORM IN A CONFIDENTIAL ENVELOPE TO THE SUPERVISOR LISTED ABOVE.*