Performance Evaluation Form

LOYOLA UNIVERSITY MARYLAND

Printing & Mail Services Form

Employee Name:
Title:
Department:
Supervisor:

EVALUATION PERIOD:

From (Mo/Yr): _____
To (Mo/Yr): _____

TYPE OF APPRAISAL:
Annual: _____
Provisional: _____

OVERALL SCORE: _____

Loyola University Maryland's Performance Evaluation Form is designed to link employee performance to Loyola's mission and values as reflected in the Jesuit tradition and to provide guidance and consistency to the evaluation process. It assists the supervisor in making decisions about merit increases, promotions and continuing employment. It should be used to summarize and evaluate the employee's overall performance for the past year, to establish results to be achieved for specific tasks or projects for the next year, and to identify professional development goals to enable the employee to enhance performance in his/her current position or to prepare him/her for future growth.

Procedures

1. The supervisor encourages the employee to complete a self-evaluation which will be used as input in the formal evaluation.
2. The supervisor prepares the evaluation. Any category where employees are not meeting expectations must be addressed with comments.
3. The second level supervisor approves the evaluation.
4. The supervisor discusses the evaluation with the employee and adds final comments.
5. The employee adds comments and signs off. The supervisor signs off and forwards it to the human resources office for the employee file.

Questions regarding Loyola's performance management process can be addressed to Human Resources at performancereview@loyola.edu or by calling at 410-617-2354.

General Job Descriptions

Central Duplication Associate: Responsible for delivering excellent customer service to both internal and external customers. Associates must maintain a professional attitude, keeping Loyola's values in mind, both personally, electronically, and on the telephone. The associate is required to finish jobs on various types of bindery and finishing equipment. Central duplication associates are expected to continuously learn new equipment, software and processes to keep up with the current technology and to better assist customers. Associates should maintain machinery, supplies, call for service when necessary, and fill supply orders timely and accurately. Associates are required to lift heavy objects to perform their duties effectively and are expected to work safely to avoid harming themselves and others.

Mail Clerk Carrier: Sorts incoming mail and packages for distribution to Loyola offices. Prepares outgoing mail and packages in accordance with postal regulations. Uses Mail Center Manager Software to meter mail and packages for proper postage charges. Provides light delivery service to off-campus centers. Picks up and delivers securities, checks, cash and sensitive documents in support of campus administrative activities. Work requires physical exertion such as; long periods of standing; recurring bending and/or stopping; walking over rough or uneven surfaces; working in confined space; lifting or carrying moderately heavy items (20-50 pounds); and pushing wheeled carts (100 pounds or more). Other duties and responsibilities may be assigned to meet the goals and mission requirements of the University and the printing and mail services department. Cooperation of all personnel is expected to carry out the mission.

Printing & Mail Specialist: Works with central duplicating and mail services, coordinating mail merge jobs between the two areas. This position handles the jobs from inception through completion; contacting the requesting departments for needed information; cleaning up the addresses through NCOA; printing and inserting the envelopes' and metering the mail for the correct postage requirements. The incumbent also performs other duties listed in the full job description or as assigned by the supervisor.

Performance Levels

The performance levels described below are consistent with those used to determine merit increase ranges. Use these descriptions/levels when completing this section. Select the rating that best describes performance for each competency.

EXCEPTIONAL (5): Consistently exceeds all relevant performance standards. Provides leadership, fosters teamwork, is highly productive, innovative, responsive and generates top quality work.

EXCEEDS EXPECTATIONS (4): Consistently meets and often exceeds all relevant performance standards. Shows initiative and versatility, works collaboratively, has strong technical & interpersonal skills or has achieved significant improvement in these areas.

MEETS EXPECTATIONS (3): Meets all relevant performance standards. Occasionally exceeds desired results or objectives in one or more areas.

BELOW EXPECTATIONS (2): Sometimes meets the performance standards. Seldom exceeds and often falls short of desired results. Performance has declined significantly, or employee has not sustained adequate improvement, as required since the last performance review or performance improvement plan.

NEEDS IMPROVEMENT (1): Consistently falls short of performance standards.

Mail Clerk Carrier/Central Duplication Associate

Competency	**5**	**4**	**3**	**2**	**1**	**NA**
Effectively uses equipment						
Understands work assignments/seeks clarification appropriately						
Call for service/supplies when necessary						
Follows procedures for documenting and billing purposes						

Planned Skill Development:

Printing and Mail Specialist

Competency	5	4	3	2	1	NA
Understands and follows NCOA database cleanup procedures						
Understand operation of folder/inserter and address printing machines						
Can perform work in both departments as needed						
Is proficient in performing a job from inception through completion						
Maintains paperwork and records for each job						

Planned Skill Development:

Productivity

Competency	5	4	3	2	1	NA
Completes assigned tasks in a timely manner						
Organizes assignments well						
Has necessary tools, information and supplies on hand to complete duties						
Maintains clean work area						

Planned Skill Development:

Dependability

Competency	5	4	3	2	1	NA
Meets attendance standards						
Meets punctuality standards						
Complies with departmental/University policies						

Planned Skill Development:

Customer Service

Competency	5	4	3	2	1	NA
Is welcoming, courteous and helpful to callers and visitors						
Responds to constituent requests in a timely manner						
Maintains composure when addressing constituent problems or concerns						

Planned Skill Development:

Initiative

Competency	5	4	3	2	1	NA
Suggests ways to improve operations						
Willingly accepts new assignments						
Seeks training relevant to job						
Reports problems and special conditions to supervisor						

Planned Skill Development:

Safety

Competency	5	4	3	2	1	NA
Complies with department/University safety policies/standards						
Follows safety standards when using equipment						
Wears appropriate attire for working conditions						

Planned Skill Development:

Interpersonal Skills

Competency	5	4	3	2	1	NA
Cooperates with others to achieve common objectives						
Interacts with others with tact and courtesy						
Accepts constructive criticism and instruction in a cooperative manner						
Demonstrates commitment to Loyola's vision, mission and core values						

Planned Skill Development:

Lead Position

Competency	5	4	3	2	1	NA
Effectively oversees assigned work and progress of others						
Assists employees with solving routine problems						
Maintains proper workflow						
Distributes workload equitably						
Effectively manages and rates the performance of others						

Planned Skill Development:

OVERALL EVALUATION SCORE	*5*	*4*	*3*	*2*	*1*

Instructions for Development Plans

Describe the areas that need to be improved or describe suggestions for developing and reinforcing strengths in the Development Plan section. A Development Plan is required of any areas with a score of less than "3". Contact Human Resources to learn about available training courses/programs.

Title and Development Plan

Comments

This section is for optional employee comments. The supervisor must respond to the employee comments in the supervisor comments section.

Employee Comments:

Supervisor Comments:

Signatures

My supervisor has reviewed this document with me. My signature indicates that I have reviewed this appraisal, but does not imply my agreement or disagreement with this appraisal.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____

Next Level Supervisor: _____ Date: _____

Please return the completed form to the human resources office. Thank you.