



Welcome, **admin** **McBain Rural Ag School** (stages-admin@mcbain.org) from **McBain Rural Agricultural School** (57030) | Logged in as **Admin** | [Check Spelling](#) | [Print](#) | [Logout](#)

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Rubric District: 57030
Rubric Name: 62 Office Professional
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Element	Underdeveloped	Developing	Proficient	Exemplary
Time Management Remove Element	Time is lost due to non-work related items taking precedence over work-related responsibilities. Non-Productive. Lacks initiative. Often misjudges time allotted to complete a task. Lacks ability to manage a schedule or plan an event, training or meeting within the	Loss of time for non-work related items is minimal. Somewhat productive. Starting to take initiative. Developing a system to maintain schedule of event, training, or meeting within the established timeline.	Completes all assignments within specified time limits. Productive. Adjusts to unexpected changes in work demands to meet timetables. Takes initiative. Organized. Maintains schedule(s) effectively for an event, training, or meeting within the established timeline.	Time in coordination of duties/projects is efficient and reliable. Highly motivated and productive. Highly organized. Anticipates scheduling needs for an event, training, or meeting within the established timeline; requires sensitivity to issues priorities and

Prioritization	Lacks the ability to prioritize work in an efficient manner. Easily flustered.	Ability to prioritize when faced with minimal interruptions. Usually maintains even temperament. Usually meets day-to-day deadlines. Occasionally anticipates needs.	Ability to prioritize with interruptions. Meets day-to-day deadlines. Has an even temperament. Follows through on projects.	Ability to multi-task while still meeting deadlines. Very flexible with work demands. Remains calm under stressful situations. Anticipates project needs and tasks.
Remove Element				
Organization of Physical Space	Unable to locate requested information; often misplaces files or projects. Office area is cluttered. Other office professionals unable to locate information in your absence.	Other office professionals can eventually locate work; occasionally misplaces files or projects. Starting to take initiative in organizing his/her office area.	Able to locate information when requested. Ability to maintain an orderly and efficient office area.	Able to locate information quickly and efficiently when requested. Office area is always neat and efficiently organized. Other office professionals can readily step in to complete assignments in your absence.
Remove Element				

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Element	Underdeveloped	Developing	Proficient	Exemplary
Competency/Knowledge of Job Remove Element	Lacks understanding of assigned job duties and responsibilities. Basic knowledge of general clerical functions (e.g., filing, telephones, photocopying, preparing correspondence).	Has a limited understanding of assigned job duties and responsibilities. Routine knowledge of general clerical functions (e.g. faxes, e-mail, voice-mail, scanning, word processing). Requires general supervision; responsible for small	Understands assigned job duties and responsibilities. Working knowledge of clerical functions; basic and limited knowledge of principles of specialized field (e.g., purchase orders, invoicing, budget knowledge, use of more than one software	Has a thorough understanding of job duties and responsibilities. Resourceful. Comprehensive detailed knowledge of clerical functions; in-depth knowledge of principles of specialized field (e.g., CIMS, Dynacal/calendars, Gmin/Wisa nrepare

<p>Customer Service</p> <p>Remove Element</p>	<p>Does not anticipate customer needs. Phones are not answered in a timely manner. Does not respond in a timely manner (e.g., phone calls, e-mail, customer requests). Unprofessional demeanor.</p>	<p>Occasionally anticipates customer needs. Usually answers phone in a timely manner. Usually responds in a timely manner (e.g., phone calls, e-mail, customer requests). Usually demonstrates professional demeanor.</p>	<p>Anticipates customer needs. Phones are answered in a timely manner. Responds in a timely manner (e.g., phone calls, e-mail, customer requests.) Demonstrates a professional demeanor.</p>	<p>Exceeds the expectations of customers. Consistently exhibits professionalism (e.g., demeanor, communication, first impression, and attire).</p>
<p>Accountability</p> <p>Remove Element</p>	<p>Is not accountable for own actions.</p>	<p>Somewhat accountable for own actions.</p>	<p>Accountable for own actions.</p>	<p>Accepts full accountability for own actions.</p>
<p>Work Habits</p> <p>Remove Element</p>	<p>Routinely late; not punctual. Excessive absenteeism. Attire may be inappropriate. Fails to accept and follow direction from supervisor(s).</p>	<p>Occasionally late. Absences are not properly scheduled or reported. Attire is occasionally inappropriate. Occasionally accepts and follows direction from supervisor(s).</p>	<p>Dependable; present at work and on time. Absences are properly scheduled and reported. Dresses appropriately. Accepts and follows direction from supervisor(s).</p>	<p>Dependable, flexible and prepared for work. Anticipates needs and adjusts work schedule accordingly.</p>
<p>Professional Development: Continuing Education; Certification; Professional Growth</p> <p>Remove Element</p>	<p>Participates in professional development only if required or at a minimal level. Makes no effort to share knowledge with others. Ignores or minimizes feedback from colleagues and supervisors.</p>	<p>Occasionally participates in professional development activities. Occasionally seeks opportunities for self improvement such as continuing education and certification courses. Shares knowledge with others when asked. Occasionally accepts feedback from colleagues and</p>	<p>Seeks out and participates in opportunities for professional development. Sets goals for self improvement. Willingness to share knowledge with others. Has the desire to learn. Accepts feedback from colleagues and supervisors.</p>	<p>Regularly participates in professional development and shares information with others. Obtains the goals for self improvement. Is involved in professional organization(s) outside work. Organizes training and makes presentations. Actively seeks feedback from colleagues and</p>

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Element	Underdeveloped	Developing	Proficient	Exemplary
SCEP Security, Confidentiality, Ethics, and Principles (ethical behavior)	Is not familiar with employee handbook as it relates to SCEP. Does not keep confidential verbal, written, and electronic communication private; careless.	Is somewhat knowledgeable or knows where to look for information contained in employee handbook related to SCEP. Occasionally keeps confidential verbal, written, and electronic communication private.	Practices SCEP standards as outlined in the employee handbook. Keeps confidential verbal, written, and electronic communication private.	Demonstrates the ability to determine when, where and with whom it is legal and appropriate to share confidential or private information. Demonstrates ethical behavior and sound, professional judgment.
Remove Element				

**Communication:
Verbal/Written, Etiquette**

Rarely listens to what others have to say. Lacks professional demeanor. Does not use oral and written language that is clear, correct, and appropriate. Lacks diplomacy or politeness.

Occasionally listens to what others have to say. Occasionally demonstrates professional demeanor. Prepares oral and written communication that is occasionally clear, correct, and appropriate. Occasionally exhibits good manners

Demonstrates good listening skills. Routinely demonstrates professional demeanor. Prepares oral and written communication with minimal assistance that is clear, correct, and appropriate. Practices good manners.

Has great listening skills, paraphrases, and asks questions to clarify. Exhibits professionalism and tactfulness. Effectively communicates with staff, customers, and community. Independently prepares/creates clear and concise oral and written

Remove Element

Working Relationships with others; Teamwork

Inconsistent in the treatment of others; lacks respect and commitment to internal and external customers. Relationships with colleagues are negative and self serving. Does not practice the mission of the organization - Educational Excellence. Lack of initiative to participate on a

Treats others with respect and commitment to internal and external customers. Cordial relationships with colleagues are maintained. Aware of the mission of the organization - Educational Excellence. Willing to participate on a team or committee when asked

Works cooperatively with other employees and the public. Treats all customers equally and with respect. Well respected by the organization. Understands the mission of the organization - Educational Excellence. Volunteers to participate on a team or

Uses the unique contributions of others to effectively work as a team. Is highly respected by internal and external customers. Incorporates the mission of the organization - Educational Excellence. Organizes team or committee and takes a leadership role with group/successful

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Element	Underdeveloped	Developing	Proficient	Exemplary
Computer Literacy/Technology: Internet, Software Programs, Audio visual and technology equipment Remove Element	Does not utilize the Internet as a resource; lacks the knowledge or understanding of the Internet. Unfamiliar with software programs applicable to assigned duties. Unfamiliar with audio-visual and technology equipment and appropriate contract	Occasionally utilizes the Internet as a resource; some knowledge or understanding of the Internet. Able to use applicable software programs at basic level to accomplish assigned duties. Somewhat familiar with audio-visual and technology equipment and appropriate contract	Routinely utilizes the Internet as a resource; basic knowledge of the Internet/search engines. Demonstrates proficient understanding and use of applicable software programs to accomplish assigned duties. Familiar with and has the ability to coordinate audio-	Utilizes the Internet as a resource; proficient use of search engines. Demonstrates advanced level of proficiency; above average knowledge of required software programs and systems to accomplish assigned duties. Ability to coordinate and set up audio-

Handling Change - Adaptability	Unwilling to accept change. Lacks flexibility.	Occasionally recognizes change when it occurs, but does not always respond productively to change.	Understands that change is a natural occurrence at work and expects change.	Belief that change is an opportunity rather than an obstacle. Takes the actions necessary to anticipate and resolve problems that come with change.
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