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Rubric ID: 719
Rubric District: 57030
Rubric Name: 59 Maintenance/Custodial/Utility
Rubric Active:
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	Domain Text: Planning and Preparation		
Element	Ineffective	Minimally Effective	Effective
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.	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.

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.
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Element	Ineffective	Minimally Effective	Effective	Highly Effective
Competency/Knowledge of Job Remove Element	Lacks understanding of assigned job duties and responsibilities. Requires close supervision and specific oral/written instructions. Solves routine problems to complete specific tasks.	Has a limited understanding of assigned job duties and responsibilities. Requires general supervision; responsible for small processes. Uses good judgment to solve routine problems.	Understands assigned job duties and responsibilities. Works independently with limited supervision; responsible for several complete processes. Uses judgment and discretion to solve operational problems; interprets oral and/or written guidelines to solve problems.	Has a thorough understanding of job duties and responsibilities. Resourceful. Requires minimal supervision; works with general guidelines which may not be directly applicable or may be unclear; establishes written procedures or instructions

Quantity of Work: Consider use of time, the volume of work accomplished and ability to meet schedules under normal conditions

Completes an insufficient amount of work in time allotted.

Completes an amount of work that is less than would be expected.

Completes an appropriate amount of work in time allotted. Occasionally completes more work than would be expected.

Consistently completes an amount of work beyond expectations.

Remove Element

Quality of Work: Consider standard of workmanship, accuracy, neatness, skill, thoroughness, economy of materials, and organization of job

Quality of work is consistently unacceptable.

Quality of work is occasionally unacceptable.

Quality of work is acceptable; frequently produces a quality of work above what would be expected.

Consistently produces superior quality of work.

Remove Element

Accountability

Is not accountable for own actions. Requires constant supervision. Seldom makes a decision

Somewhat accountable for own actions. Rarely accepts responsibility or performs without supervision. Difficulty making independent decisions.

Accountable for own actions. Requires normal supervision and is as responsible as required. Frequently makes appropriate decisions.

Accepts full accountability for own actions. Needs little supervision and accepts more responsibility than required. Always knows when and how to make appropriate decisions.

Remove Element

Work Habits

Routinely late; not punctual. Excessive absenteeism. Fails to accept and follow direction from supervisor(s). Unreliable. Attire may be inappropriate or disruptive to the work place.

Occasionally late. Absences are not properly scheduled or reported. Occasionally accepts and follows direction from supervisor(s). Occasionally reliable. Attire is occasionally inappropriate or disruptive to the work place.

Dependable; present at work and on time. Absences are properly scheduled and reported. Accepts and follows direction from supervisor. Reliable. Attire is appropriate.

Dependable, flexible, and prepared for work. Anticipates needs and adjusts work schedule accordingly. Outstanding reliability and jobs are consistently completed correctly.

Remove Element

Adaptability: Consider ability to meet changing conditions and situations, ease with which the employee learns new duties and assignments; handles change

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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Element	Ineffective	Minimally Effective	Effective	Highly Effective
Communications Remove Element	Fails to communicate. Interacts poorly with other employees. 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 communicates partial information. Requires improvement in cooperation and good will with other employees. Occasionally listens to what others have to say. Occasionally demonstrates professional demeanor. Prepares oral and written communication that is	Communicates when necessary; communications are clear and consistent. Establishes positive relationships with others. Demonstrates good listening skills. Routinely demonstrates professional demeanor. Prepares oral and written communication with minimal	Shares ideas and knowledge consistently. Consistently promotes cooperation and has a positive effect on other employees. Has great listening skills, paraphrases, and asks questions to clarify. Exhibits professionalism and tactfulness. Effectively communicates with staff Default

Customer Service	Does not anticipate customer needs. Does not respond in a timely manner (customer requests). Unprofessional demeanor.	Occasionally anticipates customer needs. Usually responds in a timely manner (customer requests). Usually demonstrates professional demeanor.	Anticipates customer needs. Responds in a timely manner (customer requests). Demonstrates a professional demeanor.	Exceeds the expectations of customers. Consistently exhibits professionalism (e.g., demeanor, communication, first impressions).
Remove Element				

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