

EPAR JOB FACTORS FOR NON-SUPERVISORY EMPLOYEES

Job Achievement Factors	
<i>Factor</i>	<i>Description</i>
Goal Achievement	Overall extent to which employee accomplishes established Ratee goals.
Quality of Work	Overall extent to which employee thoroughly and accurately meets the quality criteria.
Quantity of Work	Overall extent to which employee produces an acceptable amount of work as defined in the quantity criteria.
Timeliness	Overall extent to which employee meets specified schedules and deadlines.

Job Related Factors	
<i>Factor</i>	<i>Description</i>
Communication	Effective expression of ideas, concepts or directions in individual or group situations, using supportive gestures, voice level and organization of materials. If communication is written, thoughts are expressed with appropriate grammar, organization and structure.
Conscientiousness	Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.
Customer Service	Identifies and meets customer (internal and external) needs.
Flexibility	Adapts behavior and work methods in response to changing conditions, new information, emergency situations and/or shifting priorities.
Interpersonal Skills	Uses interpersonal skills to take charge, direct, motivate or coordinate activities to achieve results and follow up.
Job Knowledge/Skills	Extent to which employee knows the details of the job. Understands job and applies necessary technical knowledge and skills.
Managing/Valuing Diversity	Builds, maintains, and/or contributes to a work environment that is fair, equitable, inclusive and cooperative in valuing individual differences such as culture, race, ethnicity, religion, gender, sexual orientation, physical attributes, lifestyles, interests, values or other differences.
Problem Solving	Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.
Safety	Contributes to a safe and secure working environment for self and others in the performance of the job functions and the delivery of services.
Teamwork 2	Works as a team member to accomplish team goals.