

Employee Name:

Supervisor Name:

Position:

Date:

Competency Self- Assessment: Processing Information

Instructions: Please rate yourself on how you demonstrate the expected behavior for each of the statements. With your supervisor, compare, discuss, and determine your strengths and your opportunities for improvement. It is recommended that the supervisor and staff provide examples to support ratings.

Rating Scale	Definitions
N/A	Not applicable; I have not had the opportunity to demonstrate this behavior
1	I rarely demonstrate this behavior; I need improvement in this area
2	I usually demonstrate this behavior; I meet expectations in this area
3	I consistently demonstrate this behavior; I exceed expectations in this area

Behaviors	Rating
<i>Do I...</i>	<i>How Frequently Do I Do This...</i>
A. Read and understand information that has been provided that updates rules, regulations, and procedures regarding the processing of various types of information?	
B. Know and follows procedures to obtain and process information from customers and other sources?	
C. Ask customers the necessary questions to obtain and process information for inclusion in forms, reports, databases, etc. to assist in providing them with requested services?	
D. Verify information provided by customers for completeness and accuracy, documents the information provided, and consistently codes or categorizes customer information?	
E. When asked, assists work group staff with information processing problems?	
Rating Scale Average	

For additional information and resources related to competencies, please refer to the [Competencies](#) tab on the Performance Management & Development page.