

Supervisor/Manager Assessment: Processing Information

Employee Name:

Supervisor Name:

Position:

Date:

Instructions: Please rate your staff member on how he/she demonstrates each of the expected behaviors. With your staff member, compare, discuss, and determine the individual's strengths and opportunities for improvement. It is recommended that the supervisor and staff provide examples to support ratings. Please see the Competency Assessment Supervisor Guide for further instruction on using this assessment tool.

Rating Scale	Definitions
N/A	Not applicable; He / She has not had the opportunity to demonstrate this behavior
1	He/ She rarely demonstrates this behavior; He / She needs improvement in this area
2	He / She usually demonstrates this behavior; He / She meets expectations in this area
3	He / She consistently demonstrates this behavior; He / She exceeds expectations in this area

Behaviors	Rating
<i>Does He/She...</i>	<i>How Frequently Does He/She 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.