

Supervisor/Manager Assessment: Performing Administrative Activities

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. Prepare, review, and process reports, memos, letters, financial statements, legal and/or other documents using word processing, spreadsheets, databases, or presentation software?	
B. Respond to communications (callers, emails or in person) in your area of expertise and direct customers/peers/public to the correct parties quickly and efficiently?	
C. Attend meetings in a timely manner and remain attentive for the duration?	
D. Perform general office duties with high levels of speed and accuracy (e.g. opening and sorting mail, filing and retrieving documentation, routine bookkeeping)?	
E. Maintain filing and storage systems that are logical, efficient, and easily understood by other staff?	
F. Proactively assist other staff in performing similar administrative duties?	
G. Plan, schedule, and coordinate activities, tasks, and work to be completed by both yourself and others ahead of deadlines?	
H. Proactively and regularly recommend policy changes and updates to managers and other upper-level staff?	
I. Maintain personnel records such as time off, sick days, and other information?	
J. Benchmark against other agencies, states, and government programs to document strategic differences and opportunities for improvement?	
Rating Scale Average	

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