

Secretary Employee Evaluation

Employee: _____ Building: _____ Date of Evaluation: _____

Date of Review: _____ School Year: _____ Evaluator: _____

Total Score Divided by Number of Indicators			
4-Highly Effective	3-Effective	2- Minimally Effective	1-Ineffective
3.6-4.0	2.8-3.5	2.5-2.7	Below 2.5

Performance Indicator:					
1. Performance of Secretarial Tasks				Score	
	4: Highly Effective	3: Effective	2: Minimally Effective	1: Ineffective	
Initiative	Takes the initiative to perform assigned and other secretarial tasks with no supervision; makes suggestions for improvements; thinks systemically; considers all aspects.	Consistently and effectively performs secretarial tasks with minimal supervision as directed by the immediate supervisor or administrator.	Completes secretarial tasks with some supervision as directed by the immediate supervisor or administrator.	Requires support or fails to complete secretarial tasks as directed by the immediate supervisor or administrator.	
	4: Highly Effective	3: Effective	2: Minimally Effective	1: Ineffective	
Correspondence	Highly consistent and effective in preparing, receiving, monitoring, and distributing incoming and outgoing mail or other correspondence including supplies/packages within school building; ensures that information is forwarded to the appropriate recipients in a timely manner. Follows up on details.	Effectively prepares, receives, monitors, and distributes incoming and outgoing mail or other correspondence including supplies/packages within school building; ensures that information is forwarded to the appropriate recipients in a timely manner.	Effectively prepares, receives, monitors, and distributes incoming and outgoing mail or other correspondence including packages within school building. May show occasional lags in timeliness. May occasionally show lags in follow up for communication.	Requires support or fails to prepares, receives, monitors, and distributes incoming and outgoing mail or other correspondence including packages within school building in timely manner.	
	4: Highly Effective	3: Effective	2: Minimally Effective	1: Ineffective	
Reception Skills	Highly professional; manages greetings, calls in a courteous, respectful, positive, efficient manner; routes calls/visitors to the correct school personnel; can professionally diffuse those who are angry or upset; discerns and meets needs of callers/visitors.	Professionally, and effectively manages greetings, calls in a courteous, respectful, positive and efficient manner; fills needs as presented; routes calls/visitors to the correct school personnel; relays concise messages; meets needs of callers/visitors.	Generally manages visitors, calls in a courteous, respectful, positive and efficient manner; fills most needs as presented and routes calls/visitors to the correct school personnel.	Often manages visitors calls in a courteous, respectful, positive and efficient manner; may or may not fill needs as presented, routes most visitors/calls to the correct school personnel.	
	4: Highly Effective	3: Effective	2: Minimally Effective	1: Ineffective	

Communication Skills	Highly consistent and effective in greeting and treating students, staff, community and public in a respectful, responsible and courteous manner. Puts a great face on the department/school.	Consistently greets and treats students, staff, community and public in a respectful, responsible and courteous manner. Good representation of the department or school.	Often greets and treats students, staff, community and public in a respectful, responsible and courteous manner. Representation of the department or school is mostly positive.	Occasionally greets and treats students, staff and the public in respectful, responsible and fair manner. May upset or anger callers or visitors occasionally. Sometimes poorly represents department or school.	
	4: Highly Effective	3: Effective	2: Minimally Effective	1: Ineffective	
Efficiency	Highly reliable by completing all work in a reasonable amount of time as assigned or before expected time; takes the initiative to help others when needed to complete a project or task.	Reliable by completing all work in a reasonable amount of time as assigned or before expected time; assists others when needed to complete a project or task.	Demonstrates dependability by completing all work in a reasonable amount of time as assigned or before expected time.	Most work is completed on time, but occasionally loses track of deadlines or does not complete work on time.	
2. Quality of Work					Score
	4: Highly Effective	3: Effective	2: Minimally Effective	1: Ineffective	
Quality	Consistently and effectively processes, enters data and reports in precise, accurate format. Is a leader in the district/building and assists others. Meets all deadlines. Grammar, content and format are exemplary in written and/or oral communications.	Effectively processes, enters data and reports in precise, accurate format. Meets all deadlines. Grammar, content and format meet all expectations in written and/or oral communications.	Requires support and/or needs supervision to process and enter data and reports in a precise, accurate format; occasionally misses a deadline. Grammar, content and format are acceptable, but some improvements are necessary in written and/or oral communications.	Fails to effectively process or enter data and report in a precise, accurate format, or fails to meet deadlines. Grammar, content and/or format are not as expected for a professional.	
	4: Highly Effective	3: Effective	2: Minimally Effective	1: Ineffective	
Organization	Recognized as a leader in organizational and planning skills.	Demonstrates strong organizational and planning skills.	Adequate organizational and planning skills, but areas of improvement are identified.	Organizational and planning skills are not always demonstrated.	
3. Records					Score
	4: Highly Effective	3: Effective	2: Minimally Effective	1: Ineffective	
Maintenance of Records	Extremely consistent and highly effective in maintaining accurate student records and of all school based business such as student attendance, scheduling, inventories and maintenance of records as directed by school administration and initiates process to improve accuracy of records, meeting all online requirements.	Consistently and effectively maintains accurate student records and of all school-based business such as student attendance, scheduling, inventories and maintenance of records as directed by school administration and initiates process to improve accuracy of records, meeting online requirements for transfers.	Effectively maintains accurate student records and of all school-based business such as student attendance, scheduling, inventories and maintenance of records as directed by school administration, usually prompt, but may demonstrate an occasional lag in timeliness, including the online requirements.	Requires support and needs supervision to maintain accurate student records and of all school-based business such as student attendance, scheduling, inventories and maintenance of records as directed by school administration, May demonstrate some lags in timeliness. May demonstrate a lag in meeting online requirements.	
	4: Highly Effective	3: Effective	2: Minimally Effective	1: Ineffective	

Transfers	Extremely consistent and highly effective in promptly handling transfers in and out of student records; follows/recommends revisions for school procedures; meets all timely and online requirements. Trains others in procedures.	Consistently, effectively, and promptly handles transfers in and out of student records; follows school procedures, meets timely and online requirements for transfers.	Effectively handles transfers in and out of student records from other schools; usually prompt, but may demonstrate an occasional lag in timeliness; may struggle occasionally with online requirements.	Requires a reminder and needs support to handle transfers for student records . May demonstrate some lags in timeliness. May demonstrate a lag in meeting online requirements.	
	4: Highly Effective	3: Effective	2: Minimally Effective	1: Ineffective	
Confidentiality	Consistently and effectively maintains confidentiality of student records and background and monitors the confidentiality of others.	Consistently and effectively maintains confidentiality of student records and background.	Effectively maintains confidentiality of student's records and background, but an occasional lapse may be noted.	Needs support to maintain confidentiality of student records and background.	
4. Team Performance					Score
	4: Highly Effective	3: Effective	2: Minimally Effective	1: Ineffective	
Assigned Tasks	Regularly uses initiative and resourcefulness in performing assigned tasks and assisting other staff members. Sees what needs to be done and independently moves forward with wisdom. Recognizes what needs approval from supervisor prior to action.	Uses initiative and resourcefulness in performing assigned tasks and assisting other staff members. Frequently sees what needs to be done and moves forward with little direction. Recognizes what needs approval from supervisor.	Needs specific instruction and occasional reminding for tasks; struggles with being resourceful with assigned tasks. Occasionally sees what needs to be done and may move forward without direction. May not always recognize what needs approval from supervisor.	Attempts to perform this activity but often does not actually complete or follow through with these attempts. Often fails to see what needs to be done and rarely is able to move forward without direction. Sometimes fails to recognize what needs approval from supervisor.	
	4: Highly Effective	3: Effective	2: Minimally Effective	1: Ineffective	
Cooperation	Recognized as a leader in cooperating with supervisor, administrator and/or staff member and provides strong contributions to the team.	Cooperates willingly, works well with others, and provides strong contributions to the team.	Usually cooperative, usually works well with others, contributes occasionally to the team.	Less cooperative and viewed as confrontational, less than willing to cooperate with team members.	
	4: Highly Effective	3: Effective	2: Minimally Effective	1: Ineffective	
Flexibility	Recognized as a leader in helping others adapt to special or unique situations.	Demonstrates flexibility and initiative in adapting to special or unique situations.	Usually flexible, but occasionally shows difficulty adapting to special or unique situations.	Viewed as quite rigid by other staff members, does not adapt well to change.	
	4: Highly Effective	3: Effective	2: Minimally Effective	1: Ineffective	
Attitude	Recognized as a leader in interaction with staff members, parents and students in a positive manner and helps extinguish negative conversations about others.	Interacts with staff members, parents and students in a positive manner and helps extinguish negative conversations about others.	Interacts in a positive manner with others, but does not help extinguish negative conversations about others.	Frequently displays a negative attitude to staff or students.	
5. Attendance and Punctuality					Score
	4: Highly Effective	3: Effective	2: Minimally Effective	1: Ineffective	
Attendance	Attendance is perfect.	Demonstrates dependability, within guidelines by meeting or exceeding expected attendance expectations.	Attendance is within guidelines, but demonstrates a pattern of missed work or a pattern of using all sick days each year.	Attendance records show non-compliance with expectations.	
	4: Highly Effective	3: Effective	2: Minimally Effective	1: Ineffective	

Punct- uality	Arrives early on a regular basis, never late.	Demonstrates high dependability by meeting expected punctuality expectations.	Occasionally late, but reports in prior to arrival with legitimate reason	Often late, may not always report ahead of time	
TOTAL SCORE					
TOTAL SCORE DIVIDED BY NUMBER OF INDICATORS					

Comments:

Suggestions for Improvement:

Evaluator's Signature

Employee's Signature

Date

Date

*TO THE EMPLOYEE: Your signature indicates that you have read this evaluation and have had the opportunity to discuss it with the evaluator. If you so desire you may prepare a written response (within ten {10} working days of this dated document) which will be attached to this evaluation and made a part of your personnel file.