WAKULLA COUNTY SCHOOL BOARD
COMPREHENSIVE ASSESSMENT FORM SUMMARY
SUPPORT PERSONNEL

Name_____ **Position** **Receptionist/Clerk/Courier**

School / Dept _____ **School Year**_____ **EIN #** _____

JOB CONTEXT SERVICE CATEGORY	Outstanding	Exemplary	Effective	Needs Improvement	Unsatisfactory
1. *SERVICE DELIVERY*	☐ 30	☐ 28	☐ 26	☐ 18	☐ 0
2. *INTER/INTRA – AGENCY COMMUNICATION AND DELIVERY*	☐ 16	☐ 14	☐ 12	☐ 6	☐ 0
3. *EMPLOYEE QUALITIES/RESPONSIBILITIES*	☐ 18	☐ 16	☐ 14	☐ 7	☐ 0
4. *SYSTEM SUPPORT*	☐ 18	☐ 16	☐ 14	☐ 7	☐ 0
5. *WORKSITE SERVICE STANDARDS*	☐ 18	☐ 16	☐ 14	☐ 7	☐ 0
Totals:					

Overall Rating

Information from the comprehensive feedback summary was collected and analyzed in the preparation of this report.

Outstanding_____ ☐ **Exemplary** _____ ☐ **Effective** _____ ☐ **Needs Improvement** _____ ☐ **Unsatisfactory**_____ ☐
100 – 94   93 – 86   85 – 75   74 – 65   64 - 0

Comments of the Evaluatee:

_____
_____
_____
_____
_____

This evaluation has been discussed with me: Yes _____ **No** _____

Comments of the Evaluator:

_____ _____
      Signature of Evaluatee   **Date**

_____ _____
      Signature of Evaluator   **Date**

RECEPTIONIST/CLERK/COURIER

Name _____   **Position** _____

School / Dept. _____   **School Year** _____

1. SERVICE DELIVERY

Category Definitions

1. Organize and prepare mail for delivery.
2. Pick up mail from post office and delivery to the District office.
3. Separate, sort and distribute mail by center and/or site.
4. Deliver mail to school centers in a timely manner.
5. Pick up, load and unload large boxes or packages for delivery from center to center.
6. Make unscheduled, non-routine deliveries to school sites as needed.
7. Transport staff and/or students within the District as needed.
8. Assist public by answering routine questions, scheduling appointments, and completing forms.
9. Answer the telephone in a courteous and professional manner.
10. Answer inquires about the school district, forwarding to the appropriate personnel when necessary.
11. Assist with filing and maintenance of records.

Source Code (Check Choices)	☐ A. Direct Documentation	☐ B. Indirect Documentation	☐ C. Training Programs Competency Acquisition	☐ D. Evaluatee Provided	☐ E. Confirmed Observation

Rating Code (Check One)	☐ Outstanding 30	☐ Exemplary 28	☐ Effective 26	☐ Needs Improvement 18	☐ Unsatisfactory 0

2. INTER / INTRA-AGENCY COMMUNICATION AND DELIVERY

Category Definitions

8. Communicate effectively with students, parents and staff.
9. Keep supervisor informed of potential problems or unusual events.
10. Respond to inquiries or concerns in a timely manner.

Source Code (Check Choices)	☐ A. Direct Documentation	☐ B. Indirect Documentation	☐ C. Training Programs Competency Acquisition	☐ D. Evaluatee Provided	☐ E. Confirmed Observation

Rating Code (Check One)	☐ Outstanding 16	☐ Exemplary 14	☐ Effective 12	☐ Needs Improvement 6	☐ Unsatisfactory 0

3. EMPLOYEE QUALITIES / RESPONSIBILITIES

Category Definitions

11. Demonstrate initiative in the performance of assigned responsibilities.
12. Provide for a safe and secure workplace.
13. Model and maintain high ethical standards.
14. Follow attendance, punctuality and proper dress rules.
15. Maintain confidentiality regarding school matters.
16. Maintain positive relationships with staff.
17. Participate in workshops and training sessions as required.

Source Code (Check Choices)	☐ A. Direct Documentation	☐ B. Indirect Documentation	☐ C. Training Programs Competency Acquisition	☐ D. Evaluatee Provided	☐ E. Confirmed Observation

Rating Code (Check One)	☐ Outstanding 18	☐ Exemplary 16	☐ Effective 14	☐ Needs Improvement 7	☐ Unsatisfactory 0

4. SYSTEM SUPPORT

Category Definitions

18. Prepare all required reports and maintain all appropriate records.
19. Follow all School Board policies and school policies and procedures.
20. Exhibit interpersonal skills to work as an effective team member.
21. Demonstrate support for the School District and its goals and priorities
22. Perform other incidental tasks consistent with the goals and objectives of this position.

Source Code (Check Choices)	☐ A. Direct Documentation	☐ B. Indirect Documentation	☐ C. Training Programs Competency Acquisition	☐ D. Evaluatee Provided	☐ E. Confirmed Observation

Rating Code (Check One)	☐ Outstanding 18	☐ Exemplary 16	☐ Effective 14	☐ Needs Improvement 7	☐ Unsatisfactory 0

5. WORKSITE SERVICE STANDARDS

Category Definitions

Student growth and achievement, the work ethic, fostering and developing professional image, collaboration and affirmative networking, systemic and systematic preparation for function delivery, interpersonal interaction, teamsmanship and communication skills, translating organizational purpose into observable behavior and others.

(Special Note)
An effective or higher rating is required in this job context category in order to be eligible for an overall effective or higher rating.

Source Code (Check Choices)	☐ A. Direct Documentation	☐ B. Indirect Documentation	☐ C. Training Programs Competency Acquisition	☐ D. Evaluatee Provided	☐ E. Confirmed Observation

Rating Code (Check One)	☐ Outstanding 18	☐ Exemplary 16	☐ Effective 14	☐ Needs Improvement 7	☐ Unsatisfactory 0