



# College of Southern Idaho

## Employee Performance Standards

1. **CSI's Standard of Conduct:** Describes how well the employee manages follows, supports, champions and models the following College's Standard of Conduct:
  - **Workplace Conduct:** Acts fairly, collaboratively, and honestly in personal and group interactions and helps create and maintain a non-discriminatory, harassment free, drug/alcohol free, and respectful workplace. Maintains confidentiality, including protecting the privacy of, and access to, records.
  - **Compliance:** Understands and adheres to State and Federal laws and rules as well as complying with College policies and other forms of guidance. Uses acceptable processes (College policies and procedures, chain of command, etc.) to bring issues to administration's attention.
  - **Financial Stewardship:** Insures accurate financial transactions and reports and maintenance of internal controls. Utilizes College resources in an effective manner, identifies, discloses, and avoids potential conflict of interest, and reports waste, fraud and/or abuse.
  - **Individual Responsibility and Accountability:** Demonstrates sound judgment, accepts responsibility, and holds himself/herself accountable for meeting the highest standards of service as well as established performance standards and developmental objectives.
2. **Customer Service:** Describes how well the employee works with internal and external customers to achieve desired results and maintain positive customer relationships and professional image. Employees are expected to be polite and efficient in working with customers.
3. **Interpersonal Skills:** Describes how well the employee establishes and maintains effective work relationships. Demonstrates sensitivity to others and has good communication and listening skills.
4. **Dependability:** Describes how well the employee completes assigned work in a timely manner, keeps commitments, is accountable and stays balanced under pressure. The employee meets attendance requirements.
5. **Adaptability/Flexibility:** Describes how well the employee adapts to change and is open to different and new ways of doing things. Demonstrates willingness to learn and apply new skills or methods in completing work assignments or projects.
6. **Technical Duties:** Describes how well the employee performs the technical duties related to his/her position (include department specific requirements).
7. **Quality:** Describes the employee's work in terms of consistency, thoroughness, and accuracy. The employee supports and participates in continuous improvement in work processes, services or products. Demonstrates ethical dealings, effective problem-solving skills and meets quality standards set by supervisor.
8. **Productivity:** Describes how the employee manages and completes workload expectations by setting and following priorities, using time effectively and achieving work goals. Demonstrates the knowledge and skills needed to do the job.
9. **Work Environment/Safety:** Describes how well the employee promotes and supports a respectful workplace. Demonstrates support and compliance with general conditions of employment, EEO, security and workplace safety policies. Demonstrates ethical behaviors, decision-making skills, and compliance with appropriate federal and state laws and College policies and procedures.
10. **Employee Development:** Pertains to professional development, workshops and training. Describes willingness to participate in personal and professional growth and training activities and events.

Initials: \_\_\_\_\_ Date: \_\_\_\_\_