

Program Directive ^{9000.1} ~~900.1~~

12-9-93

PERFORMANCE APPRAISAL SYSTEM - FIELD PERFORMANCE APPRAISAL ELEMENTS AND STANDARDS

I. PURPOSE

This Directive transmits procedures which further define the Performance Appraisal System (PAS) requirements for field office personnel at the shift supervisor level and below. The procedures established in this Directive will be utilized in conjunction with the Memorandum of Understanding (see Attachment 1), dated September 1993.

II. REPLACEMENT HIGHLIGHTS

This Directive replaces Program Directive 900.1, dated July 15, 1992.

III. MAJOR CHANGES

Major changes from Program Directive 900.1 are as follows:

- Deleted "Performs AMA Activities" element Appendix C, and replaced with "Performs USGSA/AMA Activities (____)" element.
- Added "Assists Quality Assurance Specialist" element to Appendix C, (p.17).
- Added "Assists Protein Coordinator" element to Appendix C, (p.18).
- Added "Operates Automated Inspection/Weighing Equipment" element to Appendix C, (p.19).
- Added "Performs ADP Program Functions" element to Appendix C, (p.20) and Appendix D, (p.15).
- Deleted reference to "ACG's" from fully successful standard, Appendix B, (p.3) and replaced with "Protein Operators."
- Deleted NIR from Appendix B, (p.3).
- Added new Attachment 4 and renumbered previous Attachment 4 to Attachment 5.
- Revised Section 5, I., and added Section 5, J., to the Memorandum of Understanding, with AFGE.

- Additional editorial changes were made which do not revise or amend current policies.

IV.
BACKGROUND

The PAS for field office employees has required extensive review and revision over the past several years. These changes were transmitted to the Field Office Managers (FOM) by memorandums, user guides, training sessions, etc. In an effort to improve and standardize the application of PAS requirements for the field offices, Field Management Division (FMD) has developed specific guidelines for field employees.

V.
PROCEDURES

A. Generic Elements and Standards. The generic elements and standards will be used for all shift supervisors, scale specialists, agricultural commodity graders, agricultural commodity technicians, agricultural commodity aids, and clerical staff members (see Attachment 5).

When applicable, FOM's may modify the generic elements and standards to more accurately measure the actual scope of duties that can be performed by employees who will be on a limited light duty status for more than 90 days. Elements and standards so developed should be approved by the Performance Appraisal Review Board (PARB) and sent to the Performance Conduct and Labor Relations Program, Human Resources Division, APHIS.

B. Communication of Performance Standards. Forms AD-435A and B will be used to document and communicate each element and standard to the employee. The standards for each generic element will be clearly shown on the form in all three levels: Exceeds, Fully Successful, and Does Not Meet (see Attachment 2).

C. Measuring Performance. The manager/supervisor will determine which generic elements and standards will be used for each employee. The rating officials in each field office will develop a written measurement system. This system will provide guidelines on the application of the performance appraisal system in their respective field locations. The written system will be tailored to the

generic elements and standards of their particular work situations. This written system may address and clarify a number of issues such as the methods utilized for collecting samples used for performance appraisal, the system for issuing FGIS 301's (e.g., issued for specific events, for specific events in a given time interval, etc.) and/or clarification of the performance needed for a particular performance standard.

The written measurement system will assist rating officials in the application of the performance system in their respective field offices, and clarify the overall system for employees.

The formula for determining the percent of grading accuracy for the grading element (USGSA/AMA) (Attachment 5, Appendix C, p.2) is as follows:

$$\frac{X - Y_1}{X + Y_2} \times 100 = \text{Percent Accuracy}$$

X = ACG's original percent for the critical grading factor(s)

Y₁ = Percent of overpick

Y₂ = Percent of underpick

The number of sample separations examined for the grading element (USGSA/AMA) shall be determined at the field office level.

When the percent of damaged kernels is utilized as a critical interpretive factor for the grading element (USGSA/AMA), the percentage applicable to each standard shall be:

Exceeds = 90-100%

Fully Successful = 80-89%

Does Not Meet = 0-79%

It is permissible to use factors other than damage (except wheat of other class) as a critical interpretive factor. When a factor other than damaged kernels is selected as the critical interpretive factor, the applicable percentage for each standard shall be determined at the field office level.

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It is important that managers/supervisors maintain a sustained commitment to the fair and equitable process of measuring employee performance. To assist in these requirements, a checklist of appraisal steps is included (see Attachment 3).

V.
INQUIRIES

FGIS field offices may direct inquiries to the Area Program Chiefs or to the Chairman of the Performance Appraisal Review Board (PARB).



David R. Galliard
Acting Administrator

Attachments

MEMORANDUM OF UNDERSTANDING

Performance Appraisal

Section 1

Purpose

Employees in the bargaining unit will be evaluated on an annual basis under the current Agency performance appraisal system. The Federal Grain Inspection Service's (FGIS) performance appraisal will be applied to bargaining unit employees in a fair, equitable, and objective manner. Performance standards will be established which will, to the maximum extent possible, permit accurate evaluation of job performance on the basis of objective criteria. The Agency will ensure that the appraisal system is in conformance with Title VII of the Civil Rights Act of 1964, as amended. Where measurement of assigned responsibilities is to be a factor in any personnel action, this procedure will be the procedure for bargaining unit employees. The appraisal is the medium used by the Agency to measure the actual performance of assigned duties and responsibilities.

Section 2

Definitions

- A. A critical element is a performance element that represents a major responsibility of the position. Performance below the minimum standard on a critical element requires corrective action in accordance with 5 U.S.C. 4302. Such action may be taken without regard to performance on other components of the job.
- B. A non-critical element is a position element not identified as a critical element that is of sufficient importance to require performance appraisal.
- C. A performance standard is the expressed measure of a level of achievement established for specific critical and non-critical position elements. Performance standards will be fair, equitable, and job-related.

Section 3

Standards and Elements

- 1. Each position will be accurately described in a position description before performance standards are established. The critical element(s) of a job is usually found described in the position description and involves major job duties. If there are any differences, the reasons will be discussed with the employee.

2. When the same performance element is to be used for more than one occupational series and the employees so request, the Union will be notified.
3. Supervisors and managers have a major, but not the only, responsibility in the development of performance standards. The employee should be consulted in a joint planning and communication process between the parties. The supervisor or manager will, however, ensure that the standards are developed and given in writing to each employee. This process should begin before the beginning of each appraisal cycle. In any case, the performance elements and standards must be established and communicated to the employee within 30 days of assignment to a position, e.g., promotion, reassignment, etc.
4. Performance standards will be established in accordance with 5 U.S.C. 4301, et. seq., and this Article. Procedures for employee participation will be negotiated with the Union.
5. The Agency agrees that any studies on performance standards for bargaining unit employees will not be conducted until after the Union has been informed of the intended study and has been given the opportunity to have an observer present in the development or revision of performance and studies.
6. Employees performance rating will be a result of application of standards of performance to the employee's performance on critical and non-critical elements of the employee's position. The employee will be rated only on these elements. Employees shall not be responsible for factors beyond their control.
7. The rating of elements will include designation of one of five ratings applied to each element identified on the rating form. Upon completion of the appraisal of each element, an overall rating of total performance will be designated using one of the five ratings. The ratings are: unacceptable, minimally acceptable, acceptable, exceeds acceptable, outstanding.

Section 4

Policy

1. Employees will normally be rated during the period 30 days before to 30 days after the anniversary date of the initial rating. This will not affect the continuation of issuing special ratings as requested by the employees, or as provided for by regulations.
2. At the beginning of the appraisal period, a copy of the appraisal form shall be given to each employee. The form shall show the critical and non-critical elements and the corresponding standards. An explanation will also be given on the five summary ratings and how they will be applied.

3. During the rating period, all unit employees will be interviewed regarding their performance. All unit employees will be interviewed by the rating supervisor approximately halfway into the rating period and again when the rating is given regarding their performance.
4. During appraisal interviews, the supervisor will explain, in writing for employees whose performance has been considered below acceptable, how the employee may raise performance to acceptable level. Upon request of the employee, the supervisor and employee will work out a program for improvement. The employee may request such resources as training, counseling, additional periodic interviews, and targets. The request will be approved if the requested assistance is relevant to the employee's performance deficiencies and is reasonable in light of available resources and statutory requirements.
5. Performance errors which occurred prior to the mid-year appraisal interview and which were known to the supervisor but which the supervisor failed to discuss with the employee during the mid-year appraisal interview will not be considered in the final rating. Whenever an employee is perceived as having committed an error for purposes of a performance standard, the employee will be notified in writing. If the employee disagrees with the error, she or he may request a review by the immediate supervisor.
6. At the end of the annual rating period, the rating supervisor's evaluation shall make allowances for factors which in the supervisor's opinion are beyond the control of the employee. In these situations, the FOM will retain documentation for action in the employee performance folder. Notwithstanding the outcome of such consideration, this does not preclude an employee from presenting disputed factors for resolution in a third party procedure.
7. Upon request the supervisor will grant a reasonable amount of official time to an employee and the employee's local Union representative for purposes of discussing matters related to the employee's performance appraisal interview as conducted by the employee's supervisor. Upon request the supervisor will meet with the employee to further discuss the performance appraisal. In the event the employee reasonably believes disciplinary/adverse action may result from these meetings between the supervisor and the employee, the employee may request Union representation. The supervisor will grant such requests.
8. Each employee's performance shall be discussed at the time a formal appraisal is prepared. If an employee is unavailable for up to 30 days the supervisor will delay forwarding the completed appraisal until the employee is available. After the 30-day period the supervisor may forward the appraisal with a notation that the employee was not available for discussion.
9. When a supervisor becomes aware that an employee may need assistance with personal problems, the supervisor will contact appropriate Agency personnel so that counseling and guidance may be made available in accordance with applicable regulations.

10. Employees who serve as representatives or officials of labor organizations will be appraised solely on the basis of how well they perform the duties and responsibilities to which they are assigned.

11. If remedial action for unacceptable performance is necessary, that action shall be appropriate to the particular situation and to the extent appropriate, shall be progressively applied in a manner consistent with 5 U.S.C. 4302.

12. The Agency agrees to freeze performance evaluations on the date of specific reduction-in-force notices for involved employees. The only exception to this provision would be to effect conformance with governmentwide regulations.

Section 5

Procedures

A. Prior to implementation at the local level, field office managers will meet with local Union officials to explain and discuss the implementation of the standards. In field offices where no local union exists, FOM's will submit or discuss application of the appraisal system with their respective area representative. The union will be offered the opportunity to negotiate on specific changes in field office practices resulting from implementation.

B. Only performance documented that is not inconsistent with agreed procedures may be used in computing individual performance ratings.

C. Documentation affecting employee's performance will be made within 5 working days from the date the supervisor should reasonably have known of the occurrence.

D. Employees may make written statements on any interview, oral exchange, or written documentation.

E. All documentation must be retained for the entire rating period in the Employee's Performance File.

F. All separations made for performance which may adversely affect the employee's performance rating will be retained for 30 days or until the employee's appeal rights are exhausted.

G. All samples used for the grading accuracy determinations shall be samples graded as part of the employee's actual work.

H. When a problem may exist, onsite review and counseling will be provided at the determination of the QAS, the field office manager, or other designated official.


I. The system of sample selection for appraisal purposes will be the same for all similarly situated employees in any particular field office, and will not be changed more frequently than monthly.

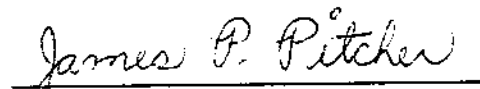
J. FGIS will provide performance awards or recognition to unit employees who receive outstanding ratings.

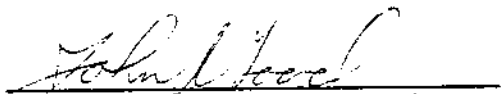
Section 6

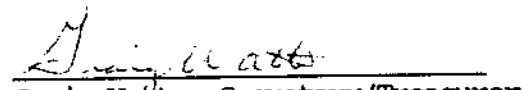
Grievance

Any dispute arising under this Memorandum of Understanding shall be subject to the negotiated grievance procedure.


Guy E. Morgan, Area Program Chief,
Export, Field Management Division


James P. Pitcher, President
National Council of Federal
Grain Inspection Locals


John A. Good, Labor Relations
Specialist, Resource Management
Division


Graig Watts, Secretary/Treasurer
National Council of Federal
Grain Inspection Locals

September 30, 1993

CONTINUATION SHEET

E X A M P L E
UNITED STATES DEPARTMENT OF AGRICULTURE
PERFORMANCE PLAN, PROGRESS REVIEW AND APPRAISAL WORKSHEET

1. Name (Last, First, M.I.) CAMPBELL, JOHN G. Position Title ACC-9	Pay Plan, Series, Grade GS-1980-9	Agency/Division USDA, FGIS	APPRAISAL PERIOD	
			From 10/01/88	To 09/30/89
2. PERFORMANCE ELEMENT No. 2 (Describe below the duty or responsibility for which the employee is accountable and responsible. Indicate if the element is critical or noncritical.)			<input type="checkbox"/> CRITICAL <input checked="" type="checkbox"/> NONCRITICAL	

Performs USGSA and/or AMA Weighing

3. **STANDARD** (Describe the level expected for "Fully Successful" performance. Include appropriate indicators of quality, quantity, cost efficiency, or timeliness, where applicable.)

EXCEEDS -- Employee's initiative enhances the effectiveness and efficiency of the workplace by being attentive to details, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL -- Performs weighing activities such as monitoring scale operation, spill estimation, scale tape/LED verification, etc., with few inconsistencies and/or significant deviations from established practices and written procedures. Performance will be measured by routine observation/supervision.

DOES NOT MEET -- To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as documentation, scale monitoring, weighing equipment, spill estimation, grain flow systems, weighing of sacked grain, etc.

4. **ELEMENT RATING** (At the end of the rating period, compare the employee's performance with standard and assign an element rating. For instructions about documentation, see 435A.)

EXCEEDS FULLY SUCCESSFUL
 DOES NOT MEET

ACCOMPLISHMENTS

CHECKLIST OF APPRAISAL STEPS

- Determine which employees of the field office are covered under the Performance Appraisal System (PAS).
- With the employee, determine the elements and standards that will cover the majority of their work duties.
- Communicate the performance elements and standards to each covered employee. Document receipt by employee.
- Observe and document employee's accomplishments under each element and standard.
- Ensure shift supervisors/first-line supervisors are reviewing and documenting employee's accomplishments (positive and negative) under each element and standard.
- If employee's performance is Marginal, the supervisor shall assist the employee in improving performance. Such assistance may include, but is not limited to, formal training, on-the-job training, counseling, and close supervision.
- If the employee is performing at the Marginal level and is due a within-grade increase, consult AMS Instruction 347-2, Rev. 1, Within-Grade Increases, dated 5-28-76, and/or APHIS Employee Conduct and Labor Relations (ECLR), for the proper procedures to withhold the within-grade increase.
- If employee's performance deteriorates to the Unacceptable level ("Does Not Meet" in one or more critical elements), the supervisor shall immediately notify the employee in writing of the unacceptable performance and inform the employee of standards that must be met for "Fully Successful" performance. Contact APHIS, HRD, for guidance. The employee shall be provided a 45-day period to demonstrate improvement. The supervisor shall assist employee in improving performance.
- If, after 45 consecutive days, the employee's performance remains at the Unacceptable level, initiate action to reduce in grade, reassign, or remove.
- At least halfway through the appraisal period, all employees shall be interviewed by the rating supervisor and informed of their level of performance to date.
- Followup action shall be taken to confirm that shift supervisors/first-line supervisors are reviewing and documenting employee's performance under each element and standard.

- Get preliminary summary ratings from shift supervisors/first-line supervisors that have directly supervised employee(s) for 90 days or more. Place preliminary summary ratings in employee(s) performance appraisal folder.
- At the end of the appraisal period, prepare employee(s) final summary rating of record by:
 - (a) Reviewing all FGIS-301's and other documentation for each element and standard.
 - (b) Assigning appropriate rating levels for each element.
 - (c) Considering any/all preliminary summary ratings.
 - (d) Assigning the appropriate summary rating level based on the Decision Table.
- Conduct final rating interview with employee(s) to discuss and communicate the final summary rating.

EQUAL OPPORTUNITY/CIVIL RIGHTS INFORMATION AND GUIDELINES

I. Introduction

The purpose of this attachment is to assist in the understanding and successful application of the Equal Opportunity/Civil Rights (EO/CR) performance element and standards. It includes the history and purpose of the element and guidelines for its application at both the non-supervisory and supervisory level. This list of guidelines, however, is provided to stimulate discussions regarding this element. It is not an all-inclusive list; rating officials and employees are encouraged to explore additional ways to reach the "EXCEEDS" level. PERFORMANCE FOR THIS ELEMENT WILL MEASURE ON-THE-JOB PERFORMANCE ONLY. OUTSIDE ACTIVITIES WILL NOT BE USED FOR RATING PURPOSES.

II. History and Purpose of the Element

A. History

The requirement for a critical performance element on Equal Opportunity and Civil Rights in FGIS began in 1987 with the institution at the Departmental level of an EO/CR element for Senior Executive Service employees. The Department expanded this requirement in 1989 to include all supervisory Performance Management and Recognition System employees. The Framework for Change initiative announced May 3, 1990, extended the coverage of the critical performance element to all employees regardless of their responsibilities. Through this expansion to include all employees, the Department is communicating the important message that EO/CR needs to be an integral part of how all employees go about their everyday responsibilities and the manner in which they treat one another.

B. Purpose

The purpose of the EO/CR element is to assist in creating and fostering an environment that values workforce diversity, ensures that no person is unjustly advantaged or disadvantaged, and provides services that reflect fairness in the delivery of FGIS's programs. An additional function of this element is to reward employees who make significant contributions to EO/CR objectives.

FGIS Program Directive 900.1
Attachment 4
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III. Guidelines for Non-Supervisory Employees

EXAMPLES TO ACHIEVE AN "EXCEEDS FULLY SUCCESSFUL" RATING
(THIS IS NOT INTENDED TO BE AN ALL INCLUSIVE LIST)

1. Serves as mentor.
2. Strives to create harmony and a positive atmosphere in the workplace.
3. Demonstrates that cultural diversity, EEO, and Civil Rights are understood, respected, and valued.
4. Voluntarily participates on EO/CR committees or in various activities and strives to improve and further the Agency's mission in this area.
5. When asked to do so by supervisor, coordinates Department sponsored EO/CR activities (special emphasis programs), etc.
6. Brings potential EEO related problems and issues to management's attention.
7. Develops and submits accurate and meaningful articles on EO/CR to employee newsletter.
8. Attends, conducts, or participates in EO/CR training. (Except where employees cannot participate for reasons beyond their control.)
9. Participates in brown bag seminars.
10. Is sensitive to the needs and, where possible, accommodates individuals with disabilities.
11. When witnessing improper behavior or someone making improper statements, telling jokes which may create problems, etc., corrects the individual(s) or reports to supervisor(s).
12. Makes an effort to be knowledgeable about EO/CR issues and contact points in the Agency for resolution of problems or issues.

IV. Guidelines for Supervisory Employees

EXAMPLES TO ACHIEVE AN "EXCEEDS FULLY SUCCESSFUL" RATING
(THIS IS NOT INTENDED TO BE AN ALL INCLUSIVE LIST)

1. Serves as mentor.
2. Strives to create harmony and a positive atmosphere in the workplace.
3. Demonstrates that cultural diversity, equal employment opportunity (EO), and civil rights (CR) are understood, respected, and valued.
4. Voluntarily participates on EO/CR committees or in various activities and strives to improve and further the Agency's mission in this area.
5. Coordinates Department sponsored EO/CR activities (special emphasis programs), etc.
6. Brings potential EO related problems and issues to management's attention.
7. Actively accommodates and supports developing underrepresented groups through upward mobility or other EO/CR programs.
8. Develops and submits accurate and meaningful articles on EO/CR to employee newsletter.
9. Attends, conducts, or participates in EO/CR training. (Except where employee cannot participate for reasons beyond their control.)
10. Sponsors brown bag seminars.
11. Makes necessary changes in the work environment and is sensitive to the needs and accommodates employees with disabilities.
12. Takes positive steps to overcome numerical imbalances.
13. When witnessing improper behavior or someone making improper statements, telling jokes which may create problems, etc., corrects the individual(s) or reports to supervisor(s).
14. Makes an effort to be knowledgeable about EO/CR issues and contact points in the Agency for resolution of problems or issues.
15. Promotes a work environment where training, job assignments, and details are provided on a fair and equitable basis.
16. Develops and displays EO/CR displays.
17. Provides AIDS awareness information as appropriate.
18. Is proactive in addressing EO/CR issues and supports a work environment that encourages and supports complaint avoidance and resolution.

APPENDIX CONTENTS
OF GENERIC ELEMENTS AND STANDARDS

APPENDIX AShift Supervisors and
Quality Assurance Specialists-GS-11

APPENDIX BSpecialists

APPENDIX CTechnical Duties

APPENDIX DClerical Employees

ELEMENT: Safety and Health

EXCEEDS

Employee's initiative and effectiveness enhances the Safety and Health Program by demonstrating personal involvement in furthering safety and health goals, offering suggestions for improvement, etc.

FULLY SUCCESSFUL

Employee administers the Agency's Safety and Health Program at each assigned work site. Conducts safety tours in accordance with the applicable guidelines and initiates the appropriate action to correct the noted deficiencies. First-aid kits and personal protective equipment meeting FGIS and OSHA standards are maintained in good repair and are available to all employees. Accidents are promptly reported according to established policies/procedures.

DOES NOT MEET

To effectively administer the Safety Program, employee requires repetitive counseling with respect to the proper application of safety and health guidelines, hazard identification, accident reporting system, etc.

FGIS Program Directive 900.1
Attachment 5
Appendix A
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ELEMENT: Plans and Coordinates Daily Work Assignments

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the workplace by consistently and promptly notifying the field office as to available staff, having a contingency plan (i.e., training, equipment maintenance, etc.) for the unanticipated service cancellations, promoting efficient utilization of staff in response to unexpected service requests, etc.

FULLY SUCCESSFUL

Employee routinely consults with the industry/field office to plan and coordinate daily work assignments. Makes every effort, with available personnel, to provide service in a timely and cost-effective manner. Anticipated nonrevenue-producing time is effectively utilized.

DOES NOT MEET

To effectively plan/coordinate work assignments employee requires repetitive counseling with respect to utilizing nonrevenue-producing time efficiently, timely response to service requests, effective use of personnel, etc.

ELEMENT: Interpersonal Relations

EXCEEDS

Employee's initiative and effectiveness enhance the work environment by identifying and acting on potential morale problems, maintaining employee self-esteem, improving agency and trade relations, etc.

FULLY SUCCESSFUL

Projects the appropriate image of an FGIS supervisor in handling complaints and problems with employees/trade members. Interacts with employees in order to maintain their performance, morale, and productivity. Recognizes poor work habits and takes the appropriate corrective action in a professional manner. Identifies situations requiring disciplinary action and initiates followup and appropriate documentation.

DOES NOT MEET

Employee requires repetitive counseling with respect to projecting a professional image; proper interaction with employees, Agency and the trade relations, etc.

ELEMENT: Implements Performance Appraisal System

EXCEEDS

Employee demonstrates personal involvement in furthering the objectives of the Performance Appraisal System by offering suggestions to improve the elements and standards, recognizing and rewarding high achievers, improving the measurement and documentation process, etc.

FULLY SUCCESSFUL

The performance appraisal system is communicated, orally and in writing, to all assigned bargaining unit employees. The established procedures (Agency instructions/labor management agreements) for evaluating and documenting employee performance are consistently and uniformly applied. Observed performance which is perceived to be above or below the acceptable level is documented on form FGIS-301. Counseling sessions for bargaining unit employees whose performance is considered below acceptable is clearly documented and methods for elevating their performance to the acceptable level have been conveyed, in writing, to the affected employee.

DOES NOT MEET

To effectively administer the established Performance Appraisal System, employee requires repetitive counseling with respect to the uniform application of the system, documentation requirements, labor/management agreements, etc.

ELEMENT: Reviews Employees' Work to Ensure Satisfactory Completion of Assignments

EXCEEDS

Employee's initiative enhances the efficiency and effectiveness of the workplace by employing preventive measures (i.e., Early Alert) necessary to maintain the integrity of the national inspection and weighing system, recommending changes to achieve a more consistent and uniform application of existing policy/procedures, implementing appropriate followup measures to prevent recurring problems, etc.

FULLY SUCCESSFUL

Employee adequately reviews the work of their assigned shift personnel to ensure that the prepared work documents/certificates are properly completed and that the technical aspects of the job (i.e., grading, sampling, etc.) are performed in accordance with existing policies/procedures. Appropriate action is initiated to correct the noted inconsistencies in sufficient time and so as not to impede the orderly marketing of grain.

DOES NOT MEET

In order to effectively supervise assigned shift personnel, employee requires repetitive counseling with respect to the documentation/certification requirements, appropriate followup action, technical aspects associated with the inspection and weighing process, etc.

FGIS Program Directive 900.1
Attachment 5
Appendix A
12-9-93

ELEMENT: Equal Opportunity and Civil Rights (EO/CR)

EXCEEDS

Employee's initiative enhances the EO/CR policies and programs by promoting increased employee awareness of goals/objectives, promoting special emphasis programs, identifying potential problem areas, suggesting solutions, etc.

FULLY SUCCESSFUL

Performs all duties in a manner which consistently demonstrates fairness, cooperation, and respect toward coworkers, office visitors, and all others in the performance of official business. Demonstrates an awareness of EO/CR policies and responsibilities of Agency and Departmental goals of valuing a diverse yet unified workforce. Actively pursues resolution of complaints and demonstrates a commitment to the prevention of complaints.

DOES NOT MEET

Employee requires repetitive counseling with respect to the administration and promotion of EO/CR programs, equitable treatment of employees, etc.

NOTE: See Attachment 4 for EO/CR guidelines.

ELEMENT: Conducts and Maintains a Quality Assurance Program for Grading Accuracy

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the quality assurance program by researching available quality information, anticipating grading deficiencies, and implementing an appropriate action plan. Recommends improvements and implements appropriate measures to prevent recurring problems, etc.

FULLY SUCCESSFUL

Effectively disseminates interpretive lines to inspection personnel on a continual basis. Recognizes grading deficiencies and provides training in a timely manner. Reviews the minimum number of separations necessary to rate each ACG. Initiates actions to address/correct grading deficiencies to prevent the disruption of the marketing process and communicates pertinent information to the Board of Appeals and Review.

DOES NOT MEET

In order to effectively administer the quality assurance program, employee requires repetitive counseling with respect to monitoring programs, timeliness in addressing training needs and followup actions, dissemination of interpretive lines, etc.

Element: Interpersonal Relations/Equal Opportunity and Civil Rights

EXCEEDS

Employee's initiative enhances Equal Opportunity and Civil Rights (EO/CR) policies and programs by identifying potential problem areas, taking action/making recommendations which strengthen the overall program objectives, maintaining a professional demeanor, offering to assist others in improving their performance, projecting a professional image, etc.

FULLY SUCCESSFUL

Employee shares work assignments and, workload permitting, assists coworkers in completing work assignments. Diplomatically corrects erroneous policies/procedures utilized by official personnel. Refrains from provoking, harassing, or making unwarranted criticisms/accusations against other employees. Performs all duties in a manner which consistently demonstrates fairness, cooperation, and respect toward coworkers, office visitors, and all others in the performance of official business. Demonstrates an awareness of EO/CR policies and responsibilities of Agency and Departmental goals of valuing a diverse yet unified workforce.

DOES NOT MEET

In order to properly interact with individuals and groups inside/outside the Agency in a professional manner, the employee requires repetitive counseling in such areas as diplomacy, harassment, EO/CR, etc.

NOTE: See Attachment 4 for EO/CR guidelines.

FGIS Program Directive 900.1
Attachment 5
Appendix B
12-9-93

ELEMENT: Conducts and Maintains a Quality Assurance Program for Grading Accuracy

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the quality assurance program by researching available quality information, anticipating grading deficiencies, and implementing an appropriate action plan. Recommends improvements and implements appropriate measures to prevent recurring problems, etc.

FULLY SUCCESSFUL

Effectively disseminates interpretive lines to inspection personnel on a continual basis. Recognizes grading deficiencies and provides training in a timely manner. Reviews the minimum number of separations necessary to rate each ACG. Initiates actions to address/correct grading deficiencies to prevent the disruption of the marketing process and communicates pertinent information to the Board of Appeals and Review.

DOES NOT MEET

In order to effectively administer the quality assurance program, employee requires repetitive counseling with respect to monitoring programs, timeliness in addressing training needs and followup actions, dissemination of interpretive lines, etc.

ELEMENT: Conducts and Maintains a Protein/Oil Testing Program

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the protein/oil quality assurance and testing program by anticipating training needs, identifying potential problems and taking appropriate actions, making recommendations which strengthen the overall program, etc.

FULLY SUCCESSFUL

Employee conducts and maintains the established protein/oil quality assurance and testing program in the field office and/or the official agencies. Ensures proper protein/oil testing procedures are followed. Recommends and provides protein/oil training and technical direction to Protein Operators and OA personnel. Monitors and assesses the accuracy of equipment and individual operators and collaborates with supervisory personnel in identifying any discrepancies/deviations in protein/oil determinations. Investigates protein/oil complaints and provides written reports of findings.

DOES NOT MEET

In order to effectively administer the protein/oil quality assurance program, employee requires repetitive counseling with respect to monitoring activities, appropriate followup action, timeliness of addressing training needs, etc.

ELEMENT: Training (CDTS)

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the training program by increased efforts in developing and delivering training materials for local use, seeking expanded avenues for possible training, making recommendations to the FOM and the training staff which address assessed needs and strengthen the overall training program, etc.

FULLY SUCCESSFUL

Employee assists the FOM in identifying field office training needs and prepares an annual training plan. Identifies and maintains a listing of training opportunities for use by field office employees and assists in the development of Individual Development Plans (IDP). Conducts/coordinates training and maintains a library of training aids and audiovisual equipment. Maintains and processes related documentation in a timely and efficient manner.

DOES NOT MEET

To effectively administer the field office training program, employee requires repetitive counseling with respect to needs assessment, employee counseling and IDP development, communication of training opportunities, maintenance of training aids and equipment, documentation, etc.

ELEMENT: Safety and Health (CDSHO)

EXCEEDS

Employee's initiative enhances the effectiveness of the safety program and promotes a healthful work environment by identifying potential problems, submitting improvements to safety procedures, taking preventative actions to decrease/eliminate accidents, etc.

FULLY SUCCESSFUL

The CDSHO conducts monthly safety meetings, reviews all work places as required and reports any identified hazards and the abatement status to the FOM, files the safety reports/records (i.e., annual evaluation, OSHA accident reports, vehicle report, etc.) as required. The safety library, bulletin board, facility evacuation plan and safety equipment are properly maintained in accordance with existing instructions. Training in First Aid Multi Media and CPR are scheduled through the FOM/AFOM for all employees as required.

DOES NOT MEET

In order to maintain an effective safety program, the employee requires repetitive counseling in such areas as conducting monthly safety meetings, timely submission of required reports, safety hazard identification, etc.

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ELEMENT: Supervises Delegated/Designated Agencies While Performing Testing
and Weighing

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the delegated/designated State weighing programs by being attentive to details, maintaining comprehensive records, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Supervises and reviews scale operation and testing performed by delegated/designated agencies with few inconsistencies and/or significant deviations from established practices and written procedures. Performance will be measured by routine observation/supervision or other information which comes to the attention of the supervisor.

DOES NOT MEET

To effectively apply established practices and follow written procedures, employee requires repetitive counseling in the area of supervising the designated/delegated agencies.

Scale Specialist

ELEMENT: Coordinates and Performs the Scale Testing Activities

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the weighing program by being attentive to details, maintaining comprehensive records, identifying potential problems, taking the appropriate corrective action, etc.

FULLY SUCCESSFUL

Employee coordinates and performs scale testing on a continuous basis. Maintains, updates, and distributes test reports as required. Examines all weighing equipment to assure compliance with the specifications and requirements of chapter 3 of the Weighing Handbook. Addresses scale problems and decides if equipment is suitable for maintaining accurate weights, etc., with few inconsistencies and/or significant deviations from established practices and written procedures.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as scheduled scale testing, providing responses to inquiries, and maintaining records regarding the weighing program, etc.

Scale Specialist

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ELEMENT: Provides Weights Training and Guidance

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the weighing program by being attentive to details, maintaining comprehensive training records, identifying potential problems, taking appropriate corrective action, etc.

FULLY SUCCESSFUL

Provides training and technical guidance to shift supervisors, graders, and technicians, and provides training assistance to chief inspectors involved in the weighing program with few inconsistencies and/or significant deviation from established practices and written procedures. Performance will be measured by routine observation/supervision or other information that comes to the attention of the supervisor.

DOES NOT MEET

To effectively administer the weighing program and related duties, employee requires repetitive counseling with respect to the proper application of the weighing instructions, scale testing, etc.

Scale Specialist

ELEMENT: Examines Grain Handling Systems

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the weighing program by being attentive to details, keeping comprehensive records, identifying potential problems, taking the appropriate corrective action, etc.

FULLY SUCCESSFUL

Examines grain handling systems to ensure grain flow security and properly instructs weighing personnel in scale operations, balance certification, weight registration, etc., with few inconsistencies and/or significant deviations from established practices and written procedures.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in examining grain handling systems, properly instructing weighing personnel, etc.

Scale Specialist

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ELEMENT: Coordinates and Performs Test Weight Reverification and Adjustments.

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the weighing program by being attentive to details, identifying potential problems, employing preventative measures necessary to avoid recurring problems, etc.

FULLY SUCCESSFUL

Employee coordinates and performs/supervises test weight reverification activities as scheduled. Maintains, updates and supplies the Weighing and Equipment Branch with the test weight reverification data and recalibration reports, with few inconsistencies and/or significant deviations from established practices and written procedures. Examines the requirements established by the NBS Handbook 105-1 for NBS CLASS F Weights as required.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as scheduled test weight reverification, and maintaining records regarding the program, etc.

Scale Specialist

ELEMENT: Interpersonal Relations/Equal Opportunity and Civil Rights

EXCEEDS

Employee's initiative enhances Equal Opportunity and Civil Rights (EO/CR) policies and programs by identifying potential problem areas, taking action/making recommendations which strengthen the overall program objectives, maintaining a professional demeanor, offering to assist others in improving their performance, projecting a professional image, etc.

FULLY SUCCESSFUL

Employee shares work assignments and, workload permitting, assists coworkers in completing work assignments. Diplomatically corrects erroneous policies/procedures utilized by official personnel. Refrains from provoking, harassing, or making unwarranted criticism/accusations against other employees. Performs all duties in a manner which consistently demonstrates fairness, cooperation, and respect toward coworkers, office visitors, and all others in the performance of official business. Demonstrates an awareness of EO/CR policies and responsibilities of Agency and Departmental goals of valuing a diverse yet unified workforce.

DOES NOT MEET

In order to properly interact with individuals and groups inside/outside the Agency in a professional manner, the employee requires repetitive counseling in such areas as diplomacy, harassment, EO/CR, etc.

NOTE: See Attachment 4 for EO/CR guidelines.

ELEMENT: Grading (USGSA/AMA)

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the workplace by recognizing potential grading problems and taking action to alert appropriate personnel, samples are graded and results documented at a level recognized as exceeding the general output. The factor _____ accuracy level shall be _____ percent.

FULLY SUCCESSFUL

Based on the QAS' analysis of the employee's separations, critical interpretive factors are determined at an accuracy level of _____ percent for _____. Other grading factors are routinely determined in accordance with specified procedures with few inconsistencies and/or significant deviation from established practices and written procedures. Samples are routinely graded and results documented in a timely manner.

DOES NOT MEET

Employee maintains an accuracy level of _____ percent for _____. Although the employee completes grading assignments, repetitive counseling is required in such areas as procedural adherence, documentation, timeliness, etc.

ELEMENT: Preparation of Graded Commodities (AMA/USGSA)

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the workplace by being attentive to details, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Prepares samples and makes determinations (test weight, moisture, etc.) with few inconsistencies and/or significant deviations from established practices and written procedures. Performance will be measured by routine observation/supervision.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as documentation, moisture determination, sample preparation, determining appropriate sieve sizes, etc.

ELEMENT: Obtains Samples of Grain

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the workplace by being attentive to details, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Official samples of grain are obtained with few inconsistencies and/or significant deviations from established practices and written procedures. In addition, the employee is aware of the factors (i.e., weevils, stones, lumps, etc.) that impact on the quality of the grain and brings this information to the attention of the inspector in a timely manner. Performance will be measured by routine observations/supervision.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as determining appropriate probing patterns, using sampling implements correctly, determining condition of the grain documentation, etc.

ELEMENT: Performs USGSA and/or AMA Weighing

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the workplace by being attentive to details, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Performs weighing activities such as monitoring scale operation, spill estimation, scale tape/LED verification, etc., with few inconsistencies and/or significant deviations from established practices and written procedures. Performance will be measured by routine observation/supervision.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as documentation, scale monitoring, weighing equipment, spill estimation, grain flow systems, weighing of sacked grain, etc.

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ELEMENT: Reviews and Supervises Scale Operations

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the weighing program by being attentive to details, maintaining comprehensive records, identifying potential problems, taking the appropriate corrective action, etc.

FULLY SUCCESSFUL

Reviews and supervises scale operations with few inconsistencies and/or significant deviations from established practices and written procedures. Performance will be measured by routine observation/supervision or other information that comes to the attention of the supervisor.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as providing responses to inquiries regarding the weighing program, scale operations, documentation, etc.

ELEMENT: Conducts Stowage Examinations on Shipholds, Barges, Hopper Cars,
and Other Containers

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the stowage examination by being attentive to details, communicating effectively with ship personnel/agents, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Employee examines stowage spaces with few inconsistencies and/or significant deviations from established practices and written procedures. Performance will be measured by routine observation and other information that comes to the attention of the supervisor.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as documentation, determining acceptable levels of rust scale, structural integrity, cleanliness (infestation, water, residue from previous cargo, odor), etc.

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Element: Performs (USGSA/AMA) Activities (_____)

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the program by being attentive to details, identifying potential problems, taking appropriate actions, etc.

FULLY SUCCESSFUL

Employee performs (aflatoxin examinations, falling number analyses, hops coordination, etc.) according to established policies and procedures with few inconsistencies and/or significant deviations from established practices and written procedures. Work is completed and documented in a timely manner.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as documentation, sample preparation, analytical procedures, etc.

NOTE: Rating official will select appropriate act(s) for first parenthesis and indicate function(s) performed in second parenthesis.

ELEMENT: Samples, Checkweighs, Checkloads AMA Products and Inspects
Nonfood Components

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the workplace by being attentive to details, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Demonstrates a working knowledge of the applicable product specifications by inspecting AMA products with few inconsistencies and/or significant deviations from established practices and written procedures. Performance will be measured by routine observations/supervision.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as documenting the use of sampling tables, switching rules, examination of food containers (i.e., use of first and second samples, labeling, etc.).

ELEMENT: Protein/Oil Testing

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the program by being attentive to details, identifying potential problems, taking appropriate corrective actions, etc.

FULLY SUCCESSFUL

Employee carries out protein/oil testing activities by performing such activities as preparing samples, monitoring machine stability, making protein/oil analyses, and communicating results to appropriate personnel in a timely manner with few inconsistencies and/or significant deviations from established practice and written procedures. Recognizes recurring problems which become evident through a review of logs or other sources and responds with an appropriate action plan.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as documentation, sample preparation, monitoring procedures, analytical procedures, etc.

ELEMENT: Performs Management Reviews and Supervision of Agencies

EXCEEDS

Employee's initiative enhances the efficiency and effectiveness of the review process by being attentive to details, preparing comprehensive reports, striving to improve established guidelines, etc.

FULLY SUCCESSFUL

Employee reviews and evaluates the Agency's operation for proper compliance with policies and procedures. Review reports and supporting documentation, follow established guidelines, and are substantially accurate. Noncompliance items/areas are communicated to the appropriate personnel with guidance/assistance and followup action provided to remedy the situation. Performance will be measured by routine observation/supervision.

DOES NOT MEET

The supervisor's onsite reviews reveal recurring discrepancies concerning the information contained in the employee's documentation. As a result, repetitive supervision is needed in such areas as review techniques, report format, established policies and procedures, etc.

ELEMENT: Checktests Inspection Equipment

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the program by being attentive to details, maintaining comprehensive records, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Checktest samples are prepared and distributed in sufficient time with few exceptions to allow for testing to be completed in accordance with established schedule. Test results are analyzed, and appropriate action is taken in a timely manner. An adequate inventory of replacement parts is maintained, and necessary repairs are made to minimize the disruption of the inspection activities. Performance will be measured by routine observations/supervision.

DOES NOT MEET

In order to maintain an effective equipment testing program, the employee requires repetitive counseling in such areas as documentation, timely submission of test samples, appropriate action plans, and equipment repairs.

Element: Performs Licensing Duties

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the licensing program by identifying potential problems and taking appropriate actions, making recommendations which strengthen the overall program, clearly communicating applicant deficiencies, and upon request, assists in providing needed training, etc.

FULLY SUCCESSFUL

Employee accurately evaluates performance for license renewal, coordinates the timeliness of processing applications and subsequent issuance of licenses, reviews all documentation, and provides feedback to Agency personnel.

DOES NOT MEET

In order to effectively administer a licensing program, employee requires repetitive counseling with respect to adequate review of documentation, accurately evaluating applicants, taking appropriate followup action, timeliness of processing applications, etc.

Element: Coordinates the Dispatching of Field Office Personnel

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the field office by being attentive to details, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Receives and coordinates requests for service. Under supervisory direction, ensures the service is provided, within prescribed regulations, on the date, time, and at the location requested. Maintains an accurate daily record of the location of all employees and demonstrates knowledge of overtime and leave policies, and applicable dispatching procedures with few inconsistencies and/or significant deviations from established practices and written procedures.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as coordinating requests for service, maintaining daily employee location record, dispatching procedures, etc.

Element: Coordinates the Commodity (AMA) Program

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the field office by being attentive to details, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Reviews and coordinates requests for service and ensures the service is provided in a timely manner. Maintains records of sanitation/environment inspections and commodity scale checktests and coordinates appropriate reexaminations. Maintains appropriate supplies, documentation and work records. Reviews contracts and communicates special requirements to the samplers. Duties are performed with few inconsistencies and/or significant deviations from established practices and written procedures.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as providing requested service, maintaining records, supplies, documentation, etc.

ELEMENT: Trains and Monitors Contract Samplers

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the AMA program by maintaining comprehensive performance records (i.e., review schedules, lesson plans, follow-up files, etc.) identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Employee provides contract samplers with the initial training and necessary information to perform their duties with few inconsistencies and/or significant deviations from established practices and written procedures. Problems noted during the contractor compliance review, or which surface outside the review, are documented and addressed in a timely manner with appropriate follow-up action being taken to ensure adherence to pertinent instructions. Performance will be measured by routine observation/supervision.

DOES NOT MEET

During on-site supervisory review (includes interviews with contract samplers) repetitive discrepancies exist between the information contained in the contractor compliance review report and the contractor's performance and/or knowledge of established practices and written procedures.

ELEMENT: Assists Quality Assurance Specialist

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the quality assurance program by assisting the Quality Assurance Specialist (QAS) in researching available quality information anticipating grading deficiencies, and implementing an appropriate action plan. Recommends improvements and assists in implementing appropriate measures to prevent recurring problems, etc.

FULLY SUCCESSFUL

Effectively disseminates interpretive lines to inspection personnel on a continual basis. Recognizes grading deficiencies and assists the QAS in providing training in a timely manner to address/correct grading deficiencies. Communicates pertinent information to the Board of Appeals and Review.

DOES NOT MEET

In order to effectively assist the administration of the quality assurance program, employee requires repetitive counseling with respect to monitoring programs, timeliness in addressing training of interpretive lines, etc.

Shift Supervisor/Agricultural Commodity Grader 9/10

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ELEMENT: Assists Protein Coordinator

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the protein/oil quality assurance and testing program by assisting the protein coordinator in anticipating training needs, identifying potential problems and taking appropriate actions, making recommendations which strengthen the overall program, etc.

FULLY SUCCESSFUL

Employee assists the protein coordinator in conducting and maintaining the established protein/oil quality assurance and testing program in the field office and/or the official agencies. Assists in recommending and providing protein/oil training and technical direction to protein operators and OA personnel. Monitors and assesses the accuracy of equipment and individual operators and collaborates with protein coordinator in identifying any discrepancies/deviations in protein/oil determinations. Assists in investigating protein/oil complaints and provides written reports of findings.

DOES NOT MEET

In order to effectively assist in the administration of the protein/oil quality assurance program, employee requires repetitive counseling with respect to monitoring activities, appropriate followup action, timeliness of addressing training needs, etc.

Shift Supervisor/Agricultural Commodity Grader 9/10

ELEMENT: Operates Automated Inspection/Weighing Equipment

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the ADP operation by identifying potential problems and recommending/initiating appropriate action. Employee trains other employees on the use and capabilities of the system. Employee recognizes and suggests potential improvements to the system.

FULLY SUCCESSFUL

Employee maintains familiarity with established practices and written procedures for automated inspection/weighing equipment within his/her assigned circuit. Employee correctly utilizes system security, closed circuit television, visual display terminals, telecommunications, automated documentation devices, etc., to input data and monitor the inspection, weighing and loading/unloading of grain. Employee keeps his/her supervisor and other personnel apprised of unusual circumstances that could affect certification.

DOES NOT MEET

In maintaining the field office ADP inspection/weighing programs, the employee requires repetitive counseling with respect to system operations and security, equipment and file maintenance, taking appropriate followup actions, etc.

ELEMENT: Performs ADP Program Functions

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the ADP program by being attentive to details, identifying potential problems, recommending appropriate corrective actions, assisting in training, developing, and/or recommending new program applications, etc.

FULLY SUCCESSFUL

Employee maintains familiarity and workable knowledge of the reference manuals, operating systems, hardware, software, printer, and modems assigned to the field office in order to accomplish job related duties (e.g., creating/editing word processing documents, telecommunications, spreadsheets, databases, certifications, billing, transferring of files, etc.) Employee is responsible for the care and proper handling of floppy discs, hardware/software, and for routine security procedures. Employee keeps his/her supervisor informed of any problems encountered during the use of ADP equipment.

DOES NOT MEET

In order to adequately perform the field office ADP duties, the employee requires repetitive counseling with respect to operating systems, job related duties, maintenance of equipment, security procedures, etc.

ELEMENT: Interpersonal Relations

EXCEEDS

Employee's initiative and effectiveness enhances the work environment by identifying and acting on potential morale problems, maintaining employee self-esteem, improving agency and trade relations, etc.

FULLY SUCCESSFUL

Projects the appropriate image of an FGIS supervisor in handling complaints and problems with employees/trade members. Interacts with employees in order to maintain their performance, morale, and productivity. Recognizes poor work habits and takes the appropriate corrective action in a professional manner. Identifies situations requiring disciplinary action and initiates followup and appropriate documentation.

DOES NOT MEET

Employee requires repetitive counseling with respect to projecting a professional image, proper interaction with employees, Agency and the trade relations, etc.

Supervisory Clerk/Office Services Supervisor

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ELEMENT: Reviews Clerical Employee's Work to Ensure Satisfactory Completion
of Assignments

EXCEEDS

Employee's initiative enhances the efficiency and effectiveness of the workplace by clarifying the intent of existing policies/procedures in order to achieve a more consistent and uniform interpretation, implementing appropriate followup measures to prevent recurring problems, recommending improvements to existing policies/procedures, etc.

FULLY SUCCESSFUL

Employee adequately reviews the assigned work of the clerical staff to ensure that the duties performed (i.e., filing, certification, billing, etc.) are accurately completed with few inconsistencies and/or significant deviations from established practices and written procedures. An appropriate action plan is initiated to correct the noted inconsistencies in sufficient time so as not to interrupt the efficiency and effectiveness of the office.

DOES NOT MEET

In order to effectively supervise assigned clerical staff, employee requires repetitive counseling with respect to the accuracy of completed assignments, appropriate followup action, timely completion of work assignments, etc.

Supervisory Clerk/Office Services Supervisor

ELEMENT: Interpersonal Relations/Equal Opportunity and Civil Rights

EXCEEDS

Employee's initiative enhances EO/CR policies and programs by identifying potential problem areas, taking action/making recommendation which strengthen the overall program objectives, maintaining a professional demeanor, offering to assist others in improving their performance, projecting a professional image, etc.

FULLY SUCCESSFUL

Employee shares work assignments and, workload permitting, assists coworkers in completing work assignments. Diplomatically corrects erroneous policies/procedures utilized by official personnel. Refrains from provoking, harassing, or making unwarranted criticism/accusations against other employees. Performs all duties in a manner which consistently demonstrates fairness, cooperation, and respect toward coworkers, office visitors, and all others in the performance of official business. Demonstrates an awareness of EO/CR policies and responsibilities of Agency and Departmental goals of valuing a diverse yet unified workforce.

DOES NOT MEET

In order to properly interact with individual and groups inside/outside the Agency in a professional manner, the employee requires repetitive counseling in such areas as diplomacy, harassment, Equal Opportunity and Civil Rights (EO/CR), etc.

Non-Supervisory Clerical Staff

NOTE: See Attachment 4 for EO/CR guidelines.

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ELEMENT: Performs Administrative Functions

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the workplace by being attentive to details, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Employee performs the administrative functions of the field office in accordance with established procedures with few inconsistencies and/or significant deviations. These services include such duties as: (1) accurately completing travel, OWCP, and other administrative forms; (2) coordinating requests for personnel actions and related reports, including necessary followup; (3) analyzing the budgetary data reports to ensure accuracy; (4) contacting appropriate personnel (i.e., FSO, NFC, headquarters) in order to resolve/clarify related administrative matters; etc.

DOES NOT MEET

In order to effectively perform administrative functions, employee requires repetitive counseling with respect to the accuracy of completed administrative forms, coordinating requests for personnel actions and related reports, necessary followup, etc.

ELEMENT: Certification of USGSA and AMA Inspections

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the workplace by being attentive to details, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Employee performs certification activity by utilizing the appropriate statements, verifying accuracy of results or factors, typing certification information on the appropriate certificate, completing certificates at the expected level of accuracy, etc., with few inconsistencies and/or significant deviations from established practices and written procedures. Performance will be measured by routine observation/supervision.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as documentation, maintaining the acceptable level of accuracy required by regulations, completing certificates in a timely manner, verifying grade accuracy, etc.

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ELEMENT: Performs Billing and Collection Activities

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the workplace by being attentive to details, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Employee accurately completes all billing documents by correctly computing fees and charges, assigning correct management codes and authorization numbers, reviewing transaction registers for billing and collection accuracy, etc., with few inconsistencies and/or significant deviations from established practices and written procedures. Performance will be measured by routine observation/supervision.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as documentation, using appropriate fee schedules and billing codes, accurately assigning authorization numbers, etc.

ELEMENT: Prepares Time and Attendance Documents (T&A's)

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the workplace by being attentive to details, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Employee properly configures numerals, uses the correct management codes, accurately records the proper transaction codes for hours used, records proper leave balances, etc., with few inconsistencies and/or deviations from established practices and written procedures. Performance will be measured by routine observation/supervision.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as documentation, completing and mailing T&A's in a timely manner, following up on late checks, etc.

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ELEMENT: Types Correspondence, Reports, and Other Forms

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the workplace by being attentive to details, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Employee prepares drafts, proofreads material prior to submission, types correspondence within time frame specified with few inconsistencies and/or significant deviations from established practices and written procedures. Performance will be measured by routine observation/supervision.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as proofreading, submitting correspondence, reports and other forms in a timely manner, following the appropriate formats, etc.

ELEMENT: Procures Office Supplies, Services, and Forms

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the workplace by being attentive to details, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Employee procures supplies and services in a timely manner so that office procedures to services delivered are not interrupted, monitors levels of certificates and supplies, accurately completes requisitioning forms (AD-14, AD-700, AD-744), etc., with few inconsistencies and/or significant deviations from established practices and written procedures. Performance will be measured by routine observation/supervision.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as documentation, maintaining adequate supplies of forms and certificates, maintaining up-to-date accountability logs, preparing requisitioning forms, etc.

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ELEMENT: Maintains Records of Hours Worked by Contractors/Cooperators and
Submits Pay Forms to NFC

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the workplace by being attentive to details, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Employee maintains accurate up-to-date records of hours worked by contractors, contractors' invoices are verified, AD-838B's are prepared and submitted in a timely manner, etc., with few inconsistencies and/or significant deviations from established practices and written procedures. Performance will be measured by routine observation/supervision.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as documentation, recording and updating contractors' hours, verifying invoiced hours, preparation and timely submission of AD-838B's, etc.

ELEMENT: Maintains Filing System, Correspondence, and Instructions

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the workplace by being attentive to details, identifying potential problems, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Employee maintains files in accordance with FGIS Files Maintenance and Records Disposition Handbook, retrieves requested material from files, receives and properly distributes correspondence, updates notices and instructions in accordance with the FGIS Quarterly Issuance Checklists, etc., with few inconsistencies and/or significant deviations from established practices and written procedures. Performance will be measured by routine observation/supervision.

DOES NOT MEET

To consistently follow appropriate procedures, employee requires repetitive counseling in such areas as documentation, filing material in accordance with the filing system, date stamping incoming correspondence and documents, maintaining up-to-date directives and instructions, etc.

ELEMENT: Equal Opportunity and Civil Rights (EO/CR)

EXCEEDS

Employee's initiative enhances the EO/CR policies and programs by promoting increased employee awareness of goals/objectives, promoting special emphasis programs, identifying potential problem areas, suggesting solutions, etc.

FULLY SUCCESSFUL

Performs all duties in a manner which consistently demonstrates fairness, cooperation, and respect toward coworkers, office visitors, and all others in the performance of official business. Demonstrates an awareness of EO/CR policies and responsibilities of Agency and Departmental goals of valuing a diverse yet unified workforce. Actively pursues resolution of complaints and demonstrates a commitment to the prevention of complaints.

DOES NOT MEET

Employee requires repetitive counseling with respect to the administration and promotion of EO/CR programs, equitable treatment of employees, etc.

Supervisory Clerk/Office Services Supervisor

NOTE: See Attachment 4 for EO/CR guidelines

ELEMENT: Coordinates and Maintains ADP Program

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the ADP operations by being attentive to details, identifying potential problems, recommending appropriate corrective actions, training designated employees on the use and capabilities of systems, developing and/or recommending new program applications, etc.

FULLY SUCCESSFUL

Employee coordinates the field office ADP program and maintains the ADP systems by performing duties, such as installing new programs and configurations, maintaining system security, updating data bases, performing file management and routine maintenance. Serves as a liaison with headquarters staff and commercial vendor representatives and assists other employees with system operation with few inconsistencies and/or significant deviations from established practices and written procedures.

DOES NOT MEET

In order to adequately maintain the field office ADP program, the employee requires repetitive counseling with respect to system security, equipment and file maintenance, assisting other employees, taking appropriate follow-up actions, etc.

Supervisory Clerk/Office Services Supervisor

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ELEMENT: Performs Receptionist Duties

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the workplace and the image of the Agency by being attentive to details, identifying potential problems, making recommendations which address assessed needs, taking the appropriate corrective actions, etc.

FULLY SUCCESSFUL

Employee greets visitors and answers the telephone for the field office in a courteous and professional manner. Routes telephone inquiries and visitors to the appropriate person and takes and routes messages for unavailable personnel.

DOES NOT MEET

Employee requires repetitive counseling in such areas as proper telephone etiquette, taking accurate messages, correctly routing inquiries, etc.

ELEMENT: Performs ADP Program Functions

EXCEEDS

Employee's initiative enhances the effectiveness and efficiency of the ADP program by being attentive to details, identifying potential problems, recommending appropriate corrective actions, assisting in training, developing, and/or recommending new program applications, etc.

FULLY SUCCESSFUL

Employee maintains familiarity and workable knowledge of the reference manuals, operating systems, hardware, software, printers, and modems assigned to the field office in order to accomplish job related duties (e.g., creating/editing word processing documents, telecommunications, spreadsheets, databases, certifications, billing, transferring of files, etc.) Employee is responsible for the care and proper handling of floppy discs, hardware/software, and for routine security procedures. Employee keeps his/her supervisor informed of any problems encountered during the use of ADP equipment.

DOES NOT MEET

In order to adequately perform the field office ADP duties, the employee requires repetitive counseling with respect to operating systems, job related duties, maintenance of equipment, security procedures, etc.

Supervisory Clerk/Office Services Supervision