

**AGENCY RECEPTIONIST**  
**PROGRAM: UMATILLA-MORROW COUNTY HEAD START, INC.**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

1. UNACCEPTABLE	2. MARGINAL	3. COMPETENT	4. COMMENDABLE	5. DISTINGUISHED
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**A. General Staff Responsibilities:**

1. Participate in staff meetings, conferences, training sessions and workshops as assigned .....1 2 3 4 5
2. Demonstrate familiarity with employment policies, performance standards, work plan and objectives of Agency .....1 2 3 4 5
3. Maintain congenial and respectful relations with staff, children, families and community .....1 2 3 4 5
4. \*Keep current and accurate records that conform to program policies .....1 2 3 4 5
5. \*Maintain confidentiality in regards to staff and family information .....1 2 3 4 5
6. Maintain objectives and professional standards.....1 2 3 4 5
7. Improve self-skills and education .....1 2 3 4 5
8. \*Fulfill role as mandated reporter as stated in Child Abuse and Neglect Policy.....1 2 3 4 5
9. Perform any other work-related duties as requested by your supervisor .....1 2 3 4 5
10. Be a contributory team member in a positive/productive manner.....1 2 3 4 5
11. \*Demonstrate commitment to mission, values, and policies in the performance of daily duties.....1 2 3 4 5

\*Comments or examples:

**B. Office Duties:**

1. Types, reproduces, and distributes written materials promptly.....1 2 3 4 5
2. \*Answers phones and relays messages to appropriate staff pleasantly.....1 2 3 4 5
3. \*Mails all correspondence promptly each day .....1 2 3 4 5
4. Assists in the distribution of mail to appropriate staff promptly.....1 2 3 4 5
5. Keeps office area clean and neat, free of clutter .....1 2 3 4 5

\*Comments or examples:

**C. Staff Communication and Team Membership:**

1. Shares materials and information.....1 2 3 4 5
2. \*Uses appropriate channels for concerns and does not interfere in a situation another staff person is handling.....1 2 3 4 5
3. \*Supports team members and supervisor verbally and by attitude.....1 2 3 4 5
4. Sets aside sufficient time to meet and plan with team members.....1 2 3 4 5

\*Comments or examples:

**D. Work Ethics:**

- 1. \*Comes to work on time..... 1 2 3
- 2. Notifies supervisor prior to beginning of work day when not able to come to work..... 1 2 3
- 3. \*Misses little time because of illness..... 1 2 3
- 4. Willingly accepts changes in program..... 1 2 3
- 5. Accepts and acts on constructive criticism..... 1 2 3
- 6. Follows through on accepted tasks or agreements..... 1 2 3

\*Comments or examples:

Do you have long-term employment goals? \_\_\_\_\_

\_\_\_\_\_

What help do you need to accomplish these goals? \_\_\_\_\_

\_\_\_\_\_

Additional Information: \_\_\_\_\_

\_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

Receptionist's Signature \_\_\_\_\_ Date \_\_\_\_\_

UMCHS/RVS 12/29/98

**Rating Scale Explanation:**

- 1. **UNACCEPTABLE** - Performance falls substantially short of the expectations for competency. Requires much improvement.
- 2. **MARGINAL** - Performance does not meet an acceptable level in all areas, but employee is steadily improving.
- 3. **COMPETENT** - Performance is fully acceptable. Performance meets standards set for the position on a consistent basis.
- 4. **COMMENDABLE** - Performance is significantly better than average. Consistently exceeds standards; distinctive performance.
- 5. **DISTINGUISHED** - Exceptional performance of unusually high caliber. Remarkable achievement and pacesetting performance.

Any task marked 1, 2, or 5 must have a comment written to justify the score.

Any task marked 1 or 2 must have a plan of assistance written and be attached to the performance evaluation.

Any \* task (essential job function) marked a 1 or 2, no merit increase will occur until the task is brought up to competency.

Three tasks marked a 1 or 2, no merit increase will occur until the task is brought up to competency.

- Successful completion of a 6 month introductory period**
- Eligible for merit increase**
- Not eligible for merit increase**