

**SCHOOL DISTRICT OF GADSDEN COUNTY**

**RECEPTIONIST**

PERFORMANCE APPRAISAL

Name \_\_\_\_\_ Position \_\_\_\_\_

School / Dept. \_\_\_\_\_ School Year \_\_\_\_\_

**1. SERVICE DELIVERY**

**Category Definitions**

1. Operate a telephone system to relay incoming, outgoing, and inter-office calls.
2. Proficiency in the use of computers and specific software is necessary.
3. Greet all visitors courteously, determine their needs, check appointments, and direct persons to proper person / location.
4. Answer questions of callers, according to policy, take messages for staff members, and locate authorized personnel.
5. Coordinate outgoing and incoming mail and courier.
6. Perform clerical work such as correspondence, filing, reports, copying, and ordering supplies.

**Source Code** (circle choices)

- |                               |                         |                           |   |                       |                          |
|-------------------------------|-------------------------|---------------------------|---|-----------------------|--------------------------|
| A. Behavioral Event Interview | B. Direct Documentation | C. Indirect Documentation | D. Training Programs Competency Acquisition | E. Evaluatee Provided | F. Confirmed Observation |
|-------------------------------|-------------------------|---------------------------|---|-----------------------|--------------------------|

**Rating Code** (circle one)

- |                |                   |           |                |             |
|----------------|-------------------|-----------|----------------|-------------|
| Unsatisfactory | Needs Improvement | Effective | Very Effective | Outstanding |
|----------------|-------------------|-----------|----------------|-------------|

**RECEPTIONIST (Continued)**

**2. EMPLOYEE QUALITIES / RESPONSIBILITIES**

**Category Definitions**

- 7. Keep sensitive information confidential, provided only to supervisor.
- 8. Maintain regular attendance.
- 9. Show responsibility by being punctual and proactive in getting necessary work done.

**Source Code** (circle choices)

- |                                      |                                |                                  |  |                              |                                 |
|--------------------------------------|--------------------------------|----------------------------------|--|------------------------------|---------------------------------|
| <b>A. Behavioral Event Interview</b> | <b>B. Direct Documentation</b> | <b>C. Indirect Documentation</b> | <b>D. Training Programs Competency Acquisition</b> | <b>E. Evaluatee Provided</b> | <b>F. Confirmed Observation</b> |
|--------------------------------------|--------------------------------|----------------------------------|--|------------------------------|---------------------------------|

**Rating Code** (circle one)

- |                       |                          |                  |                       |                    |
|-----------------------|--------------------------|------------------|-----------------------|--------------------|
| <b>Unsatisfactory</b> | <b>Needs Improvement</b> | <b>Effective</b> | <b>Very Effective</b> | <b>Outstanding</b> |
|-----------------------|--------------------------|------------------|-----------------------|--------------------|

**3. SYSTEM SUPPORT**

**Category Definitions**

- 10. Maintain a broad knowledge of District policies and procedures and support mission and goals.
- 11. Assist other staff members upon request, thereby reflecting a team effort.
- 12. Be aware of and sensitive to internal political change.
- 13. Perform other duties as assigned.

**Source Code** (circle choices)

- |                                      |                                |                                  |  |                              |                                 |
|--------------------------------------|--------------------------------|----------------------------------|--|------------------------------|---------------------------------|
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|--------------------------------------|--------------------------------|----------------------------------|--|------------------------------|---------------------------------|

**Rating Code** (circle one)

- |                       |                          |                  |                       |                    |
|-----------------------|--------------------------|------------------|-----------------------|--------------------|
| <b>Unsatisfactory</b> | <b>Needs Improvement</b> | <b>Effective</b> | <b>Very Effective</b> | <b>Outstanding</b> |
|-----------------------|--------------------------|------------------|-----------------------|--------------------|

**RECEPTIONIST (Continued)**

**4. WORKSITE SERVICE STANDARDS**

**Control Dimension**

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, teammanship 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** (circle choices)

- |                                      |                                |                                  |  |                              |                                 |
|--------------------------------------|--------------------------------|----------------------------------|--|------------------------------|---------------------------------|
| <b>A. Behavioral Event Interview</b> | <b>B. Direct Documentation</b> | <b>C. Indirect Documentation</b> | <b>D. Training Programs Competency Acquisition</b> | <b>E. Evaluatee Provided</b> | <b>F. Confirmed Observation</b> |
|--------------------------------------|--------------------------------|----------------------------------|--|------------------------------|---------------------------------|

**Rating Code** (circle one)

- |                       |                          |                  |                       |                    |
|-----------------------|--------------------------|------------------|-----------------------|--------------------|
| <b>Unsatisfactory</b> | <b>Needs Improvement</b> | <b>Effective</b> | <b>Very Effective</b> | <b>Outstanding</b> |
|-----------------------|--------------------------|------------------|-----------------------|--------------------|

**5. ASSESSMENT AND OTHER SERVICES**

**Control Dimension**

The use of the adopted performance appraisal system for instructional and other employees.  
The accurate and timely filing of all school reports.  
The completion of required professional development services.

(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** (circle choices)

- |                                      |                                |                                  |  |                              |                                 |
|--------------------------------------|--------------------------------|----------------------------------|--|------------------------------|---------------------------------|
| <b>A. Behavioral Event Interview</b> | <b>B. Direct Documentation</b> | <b>C. Indirect Documentation</b> | <b>D. Training Programs Competency Acquisition</b> | <b>E. Evaluatee Provided</b> | <b>F. Confirmed Observation</b> |
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**Rating Code** (circle one)

- |                       |                          |                  |                       |                    |
|-----------------------|--------------------------|------------------|-----------------------|--------------------|
| <b>Unsatisfactory</b> | <b>Needs Improvement</b> | <b>Effective</b> | <b>Very Effective</b> | <b>Outstanding</b> |
|-----------------------|--------------------------|------------------|-----------------------|--------------------|

**RECEPTIONIST (Continued)**

**OVERALL RATING: (enter total scores)**

Input from parents and teachers was collected and analyzed in preparation of this report.

Unsatisfactory \_\_\_\_\_ Needs Improvement \_\_\_\_\_ Effective \_\_\_\_\_ Very Effective \_\_\_\_\_ Outstanding \_\_\_\_\_

**Comments of the Evaluatee:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

This evaluation has been discussed with me: Yes \_\_\_\_\_ No \_\_\_\_\_

\_\_\_\_\_  
**Signature of Evaluatee**

\_\_\_\_\_  
**Date**

**Comments of the Evaluator:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
**Signature of Evaluator**

\_\_\_\_\_  
**Date**