



**Huron Intermediate School District  
Office Support Staff Evaluation Rubric**  
School Year \_\_\_\_\_

<b>Staff</b>	<b>Evaluator</b>	<b>Date(s) of Observation</b>

<b>1. Performance</b>
Measure not yet determined
<b>Comments</b>
<b>2. Professional Responsibility</b>
a. <b>Maintains Professional Behavior</b> <i>Demonstrates professional ethics</i> <i>Interacts with staff and visitors professionally</i> <i>Works to be a positive member of the team</i> <i>Cooperates, shares information in a calm and pleasant manner</i>
b. <b>Presents Self Professionally</b> <i>Presents appropriate dress and appearance</i>
c. <b>Follows Huron ISD/Building Policies and Procedures</b> <i>Adheres to regulations spelled out in Personnel Handbook</i> <i>Maintains building security</i>
d. <b>Adheres to Confidentiality Guidelines and Laws</b> <i>Protects student and family rights</i>
e. <b>Follows Prescribed Work Schedule</b> <i>Maintains regular attendance</i> <i>Practices punctuality</i>
<b>Comments</b>
<b>3. Support</b>
a. <b>Uses Effective Communication Skills</b> <i>Keeps lines of communication open</i> <i>Is a good listener</i> <i>Uses language that portrays a professional image—easily understood, tactful, courteous, etc.</i> <i>Respects the opinions of others</i> <i>Interacts with customers in a pleasant, appropriate manner</i>
b. <b>Demonstrates Efficient Clerical/Technical Skills</b> <i>Exhibits technology knowledge and skills--computer, copy machine, fax machine, etc.</i> <i>Uses appropriate telephone skills</i> <i>Handles specific responsibilities in an efficient, effective manner—i.e. registry, data entry, IEP invitations/scheduling, Medicaid, pupil accounting, tracking of attendance, purchase order processing, professional development registrations, Technology Help Desk</i>
c. <b>Displays Problem-Solving Skills</b> <i>Solves problems independently</i> <i>Resolves conflicts in a productive and professional manner</i> <i>Exercises good judgment</i>
d. <b>Reveals Organizational Skills</b> <i>Executes requests from supervisor in a timely manner</i> <i>Completes job tasks in a timely manner</i> <i>Uses work time efficiently and for purposes intended</i> <i>Implements an effective system of organizing materials and information</i>
<b>Comments</b>

<b>4. Environment</b>
<p>a. <b>Organizes Work Station</b>  <i>Maintains pleasing appearance of physical space</i>  <i>Organizes tools/equipment for maximum efficiency and productivity</i>  <i>Organizes files/information in a manner that is accessible by others</i></p>
<p>b. <b>Practices School Health and Safety Procedures</b>  <i>Demonstrates knowledge of fire, disaster, and crisis procedures</i>  <i>Supervises and instructs students during emergency drills</i>  <i>Follows school procedures for securing and dispensing medication and associated record-keeping</i>  <i>Follows recommended precautionary measures related to bloodborne pathogen</i></p>
<p>c. <b>Creates an Atmosphere of Respect and Rapport</b>  <i>Presents self as approachable and accommodating</i>  <i>Demonstrates respect for others by handling issues/concerns directly with the person involved</i></p>
<b>Comments</b>
<b>5. Other</b>
a. Office Support Staff Attendance
b. Office Support Staff Disciplinary Record
c. Accomplishments and Contributions Above Normal Expectations
d. Non-required but Relevant Special Training
<b>Comments</b>

**Post-Observation Conference**

<b>Suggestions for Improvement</b>		
<b>Office Support Staff's Signature</b>	<b>Evaluator's Signature</b>	<b>Post-Observation Conference Date (within five days of observation)</b>

Optional staff comments (see attached)