

PERFORMANCE PLANNING WORKSHEET

Employee _____ Date 10/4/2005

Job Title Administrative Assistant Unit _____

Step 1: Determine Critical Job Functions

What is provided through this position (administrative support, technical assistance, customer service, supervision, custodial services, project management, etc)? Please list all major job functions.

1. Oversee the course and faculty schedule process including scheduling courses according to identified needs and faculty preferences, reserving classrooms and entering all necessary data into Banner.
2. Provide administrative support to department, including department chair and 20 faculty members, including preparing and duplicating documents, databases and reports, and conducting research.
3. Provide customer service to students, parents, staff and visitors of the department including answering phones, responding to inquiries and providing accurate information.
4. Assist with day-to-day administration of the department budget including entering, approving and monitoring expenditures.
5. Schedule and coordinate department meetings and events to include sending invitations, reserving rooms, ordering necessary items and taking minutes.
6. Supervise work study students to include hiring, training, scheduling and evaluating of work study students.

Step 2: Identify Primary Tasks and Standards of Performance

List the most important tasks of this job. (Attach additional sheets if needed.) For each task, determine standards of performance based on one or more of the following criteria. A performance standard generally answers important questions about the impact of the job.

- ▶ **Quality** How well the task must be performed?
 - ▶ **Quantity** How much needs to be done?
 - ▶ **Timeliness** How fast or by what deadline the task needs to be done?
 - ▶ **Cost** Under what cost or budget constraints the task must be done?
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