

Performance Core Competencies Guide (Non-Managers)

EXPECTATION STATEMENT

EMPLOYEE'S NAME
:

WORKING TITLE:

Period of _____ to _____

Definitions of Overall Rating Terms	
4 = Exceeds Expectations	Performance consistently exceeds what is expected of an employee with similar tenure and experience level in the role, even on the more difficult or complex aspects of the job. Plans, anticipates problems and takes appropriate action for problem resolution. Contributions to and knowledge of the organization is valued and sought out on a regular basis. Work requires virtually no follow-up, is performed safely, independently with thoroughness, ahead of established timelines and in a cooperative manner and with a high degree of accuracy. Few to no surprises/problems are encountered. Thinks beyond the details of the job, and works toward the overall objectives of RTA. Shows substantial initiative and is a self-starter. Errors are few and cause no impacts to the Authority. Demonstrates pride in quality of end product/project. He/she consistently and effectively leads and motivates peers/subordinates. Requires minimal supervision and follow-up, majority of work is performed independently. He/she manages daily responsibilities in a way that clearly aligns with and supports the Accountability Agreement at the division level and the business unit level to ensure that all goals and objectives are met on time and on budget.
3 = Meets Expectations	Performance meets what is expected of an employee with similar tenure and experience level in the role. Performance is solid, consistent and provides a valued contribution to the organization. Errors are rare and not repeated. Normal supervision, direction or follow-up is required. Work is performed safely, with thoroughness and in a timely manner. Can identify resources available for help and determine when additional assistance is needed. Few surprises/problems are encountered. End product/result is clear, concise and of high quality. He/she will take initiative and/or motivate or lead peers/subordinates. He/she manages work in a way that clearly aligns with and supports the Accountability Agreement at the division level and the business unit level.
2 = Sometimes Meets Expectations	Performance is not entirely meeting expectations in all areas as would be expected of an employee with similar tenure and experience level in the role. Improvement is needed to fully meet expectations in all aspects of the role. Lapses in performance are due to the employee's own lack of skill, knowledge or effort/initiative. Errors are more frequent, requiring re-work. Employee is making a concerted effort to learn from errors/mistakes by applying knowledge gained to improve job performance and development. More than normal supervision, direction or follow-up is required. Employee seeks help/input to improve performance. Employee takes initiative and/or motivates or leads peers/subordinates. Performance may occasionally meet the Accountability Agreement goals and objectives, but is inconsistent and cannot always be relied upon.
1 = Does Not Meet Expectations	Performance fails to meet what is expected of an employee with similar tenure and experience level in the role. Immediate improvement is required. Unsuccessful job performance is due to the employee's lack of knowledge, skills and/or effort/initiative. Almost constant supervision is required for many aspects of the job. Errors are frequent and repeated, requiring employee's work to be redone. Employee's lack of performance is creating negative consequences for work team and others have to assume additional responsibilities. Employee may have received coaching and/or discipline with no appreciable improvement in work performance. Performance may not meet the Accountability Agreement's goals and objectives at the division level or the business unit level.



PART I - PERFORMANCE DIMENSIONS (Categories for Expectations)

- 1. ACCOMPLISHMENT OF JOB TASKS:** Skills, abilities and behaviors that demonstrate and support personal and professional commitment, responsibility and accountability in the daily execution of job duties/goals with the ability to self-start and pursue job assignments through personal motivation.

ACCOMPLISHMENT OF JOB TASKS			
Performance Levels			
Does Not Meet 1	Sometimes Meets 2	Meets 3	Exceeds 4
<ul style="list-style-type: none"> Does not complete work assignments on time and does not provide updates to their Supervisor regarding the status of assignments. Does not provide adequate customer service to both the internal and external customers. Does not take initiative to improve their professional skills through training, workshops, and professional certificates. 	<ul style="list-style-type: none"> Usually completes work assignments on time and sometimes provides updates to their Supervisor regarding the status of assignments. Usually provides adequate customer service to both the internal and external customers. Usually takes initiative to improve their professional skills through training, workshops, and professional certificates. 	<ul style="list-style-type: none"> Always completes work assignments on time and provides updates to their Supervisor regarding the status of assignments. Always provides adequate customer service to both the internal and external customers. Always takes initiative to improve their professional skills through training, workshops, and professional certificates. 	

- 2. SAFETY:** Skills, abilities and behaviors that promotes a safe work environment and encourages others to value operational excellence.

SAFETY			
Performance Levels			
Does Not Meet 1	Sometimes Meets 2	Meets 3	Exceeds 4
<ul style="list-style-type: none"> Does not ensure that you and your co-workers are working in a safe manner. Does not always immediately report unsafe working conditions to your supervisor or a member of the Safety team. Does not follow approved procedures for reporting accidents, injuries, or hazardous conditions. Does not always dress appropriately for the office and field settings. Does not always wear personal protective equipment (PPE) and/or safe and appropriate footwear based on the work site and duties being performed. 	<ul style="list-style-type: none"> Usually ensures that you and your co-workers are working in a safe manner. Usually reports unsafe working conditions to your supervisor or a member of the Safety team. Usually follows approved procedures for reporting accidents, injuries, or hazardous conditions. Usually dresses appropriately for the office and field settings. Usually wears personal protective equipment (PPE) and/or safe and appropriate footwear based on the work site and duties being performed. 	<ul style="list-style-type: none"> Always ensures that you and your co-workers are working in a safe manner. Always reports unsafe working conditions to your supervisor or a member of the Safety team. Always follows approved procedures for reporting accidents, injuries, or hazardous conditions. Always dresses appropriately for the office and field settings. Always wears personal protective equipment (PPE) and/or safe and appropriate footwear based on the work site and duties being performed. 	



- 3. COMMUNICATION:** Skills, abilities and behaviors that enable clear, succinct, and effective communication to individual and groups in oral and written format and ensuring that information is passed on to others who should be informed.

COMMUNICATION			
Performance Levels			
Does Not Meet 1	Sometimes Meets 2	Meets 3	Exceeds 4
<ul style="list-style-type: none"> • Fails to maintain confidentiality of sensitive information, reports, discussions, etc. • Does not act and speak positively about New Orleans Regional Transit Authority (NORTA), your coworkers, and our customers. • Fails to utilize active listening skills to ensure effective two-way communication. • Does not respond to communication (voicemails, e-mails, in person questions) within 24 hours. You do not have to provide a complete response, just an acknowledgement and indicate when you will be able to provide a full reply. • Fails to ensure that your written and verbal communication is constructive, clear, respectful, open, honest, accurate, and timely. • Does not proactively communicate accurate information to your colleagues and customers to build and maintain customer confidence in your professional knowledge and reliability. Fails to ensure that all written communication is accurate and free from errors. • Fails to discuss issues of concerns with your manager to help mitigate potential problems. Rarely do you look to your co-workers to help you problem solve and assist them in the same way. • Does not manage your workload and does not communicate this to your manager. Is never open to suggestions on time management and/or process improvements 	<ul style="list-style-type: none"> • Usually maintains confidentiality of sensitive information, reports, discussions, etc. • Usually acts and speaks positively about New Orleans Regional Transit Authority (NORTA), your coworkers, and our customers. • Usually utilizes active listening skills to ensure effective two-way communication. • Usually responds to communication (voicemails, e-mails, in person questions) within 24 hours. You do not have to provide a complete response, just an acknowledgement and indicate when you will be able to provide a full reply. • Usually ensures that your written and verbal communication is constructive, clear, respectful, open, honest, accurate, and timely. • Usually proactively communicates accurate information to your colleagues and customers to build and maintain customer confidence in your professional knowledge and reliability. Usually ensures that all written communication is accurate and free from errors. • Usually discuss issues of concerns with your manager to help mitigate potential problems. Usually looks to your co-workers to help you problem solve and assist them in the same way. • Usually manages your workload and will communicate this to your manager. Usually Is open to suggestions on time management and/or process improvements 	<ul style="list-style-type: none"> • Always maintains confidentiality of sensitive information, reports, discussions, etc. • Always acts and speaks positively about New Orleans Regional Transit Authority (NORTA), your coworkers, and our customers. • Always utilizes active listening skills to ensure effective two-way communication. • Always responds to communication (voicemails, e-mails, in person questions) within 24 hours. You do not have to provide a complete response, just an acknowledgement and indicate when you will be able to provide a full reply. • Always ensures that your written and verbal communication is constructive, clear, respectful, open, honest, accurate, and timely. • Always proactively communicates accurate information to your colleagues and customers to build and maintain customer confidence in your professional knowledge and reliability. Always ensures that all written communication is accurate and free from errors. • Always discuss issues of concerns with your manager to help mitigate potential problems. Always looks to your co-workers to help you problem solve and assist them in the same way. • Always manages your workload and will communicate this to your manager. Always is open to suggestions on time management and/or process improvements 	



- 4. JOB RELIABILITY/INITIATIVE:** Skills, abilities and behaviors that demonstrate and support personal and professional commitment, responsibility, and accountability in the daily execution of job duties/goals with the ability to self-start and pursue job assignments through personal motivation, analyzes problems by evaluating available information and resources and develops effective, viable solutions to problems which can help drive the effectiveness of the utility.

JOB RELIABILITY/INITIATIVE			
Performance Levels			
Does Not Meet 1	Sometimes Meets 2	Meets 3	Exceeds 4
<ul style="list-style-type: none"> • Fails to comply with New Orleans Regional Transit Authority workplace expectations. • Fails to follow the Louisiana's Code of Ethics and Acceptable Use Policy for Technology when using machines, etc. • Customers do not have confidence in your knowledge of policies and trust your judgement by providing accurate information. • Misses staff meetings. Does not take note of policies and procedural changes and does not communicate these changes to your customers. • Does not take initiative to continuously improve your professional skills by requesting training, workshops, and professional certifications. • Does not meet deadlines and does not notify their supervisor and/or the customer when deadlines will not be met. • Never keeps the long term interests of NORTA, our mission, and our strategic plan in mind when making decisions about expenditures and/or use of NORTA resources. • Does not follow their schedule which includes taking the appropriate breaks and lunches and has on occasion taken overtime without advanced approval. • Does not always call in to their supervisor when sick, arriving late, or leaving early. • Does not always notify their supervisor when requesting vacation or a personal day 	<ul style="list-style-type: none"> • Usually complies with New Orleans Regional Transit Authority workplace expectations. • Usually follows the Louisiana's Code of Ethics and Acceptable Use Policy for Technology when using machines, etc. • Customers usually have confidence in your knowledge of policies and trust your judgement by providing accurate information. • Attends most staff meetings. Usually takes notes of policies and procedural changes and communicates these changes to your customers. • Usually takes initiative to continuously improve your professional skills by requesting training, workshops, and professional certifications. • Usually meets deadlines and notifies their supervisor and/or the customer when deadlines will not be met. • Usually keeps the long term interests of NORTA, our mission, and our strategic plan in mind when making decisions about expenditures and/or use of NORTA resources. • Usually follows their schedule which includes taking the appropriate breaks and lunches and when taking overtime, gets advanced approval. • Usually calls in to their supervisor when sick, arriving late, or leaving early. • Usually notifies their supervisor when requesting vacation or a personal day 	<ul style="list-style-type: none"> • Always complies with New Orleans Regional Transit Authority workplace expectations. • Always follows the Louisiana's Code of Ethics and Acceptable Use Policy for Technology when using machines, etc. • Customers always has confidence in your knowledge of policies and trust your judgement by providing accurate information. • Attends all staff meetings. Always takes notes of policies and procedural changes and communicates these changes to your customers. • Always takes initiative to continuously improve your professional skills by requesting training, workshops, and professional certifications. • Always meets deadlines and notifies their supervisor and/or the customer when deadlines will not be met. • Always keeps the long term interests of NORTA, our mission, and our strategic plan in mind when making decisions about expenditures and/or use of NORTA resources. • Always follows their schedule which includes taking the appropriate breaks and lunches and when taking overtime, gets advanced approval. • Always calls in to their supervisor when sick, arriving late, or leaving early. • Always notifies their supervisor when requesting vacation or a personal day 	



- 5. PERSONAL WORKING RELATIONS (TEAM RELATIONS):** Skills, abilities and behaviors that demonstrate and support interpersonal and team relations and customer service practices and that promote a high level of customer service to internal and external customers and promote a positive attitude and environment, where shared goals are pursued and achieved through team efforts.

PERSONAL WORKING RELATIONS (TEAM RELATIONS)			
Performance Levels			
Does Not Meet 1	Sometimes Meets 2	Meets 3	Exceeds 4
<ul style="list-style-type: none">• Does not practice objectivity when performing your job duties. Does not focus on objective facts as the basis for developing, administering, or processing information and interacting with customers, supervisors, and peers. Personal or work relationships, feelings, or biases does influence or impact the way in which your job duties are performed.• Does not attempt to resolve problems at the lowest level possible and needs to recognize when a problem should be brought to the attention of a manager.• Fails to build and maintain positive relationships with internal and external customers.• Does not give advance notice to fellow team members of needed assistance.• Fails to assist co-workers when serving as a back-up when they are unable to be in the office.• Is not involved in the unit's goals and expectations and does not ask questions so that you can better understand.• Fails to handle and resolve conflicts that may arise in the workplace respectfully.• Does not ask questions or seek guidance when difficulties arise in the workplace respectfully.• Does not seek input and involvement of those affected by decisions.• Fails to establish and maintain cooperative, effective, and productive working relationships.• Does not share information with others.	<ul style="list-style-type: none">• Usually practices objectivity when performing your job duties. Does focus on objective facts as the basis for developing, administering, or processing information and interacting with customers, supervisors, and peers. Personal or work relationships, feelings, or biases may influence or impact the way in which your job duties are performed.• Usually attempts to resolve problems at the lowest level possible and will recognize when a problem should be brought to the attention of a manager.• Usually builds and maintains positive relationships with internal and external customers.• Usually gives advance notice to fellow team members of needed assistance.• Usually assist co-workers when serving as a back-up when they are unable to be in the office.• Is involved in the unit's goals and expectations and will ask questions so that you can better understand.• Usually handles and resolve conflicts that may arise in the workplace respectfully.• Usually ask questions or seeks guidance when difficulties arise in the workplace respectfully.• Will seek input and involvement of those affected by decisions.• Usually establishes and maintains cooperative, effective, and productive working relationships.• Usually shares information with others.	<ul style="list-style-type: none">• Always practices objectivity when performing your job duties. Always focuses on objective facts as the basis for developing, administering, or processing information and interacting with customers, supervisors, and peers. Personal or work relationships, feelings, or biases does not influence or impact the way in which your job duties are performed.• Always attempts to resolve problems at the lowest level possible and always recognizes when a problem should be brought to the attention of a manager.• Always builds and maintains positive relationships with internal and external customers.• Always gives advance notice to fellow team members of needed assistance.• Will always assist co-workers when serving as a back-up when they are unable to be in the office.• Is always involved in the unit's goals and expectations and ask questions so that you can better understand.• Always handles and resolve conflicts that may arise in the workplace respectfully.• Ask questions or seeks guidance when difficulties arise in the workplace respectfully.• Always seeks input and involvement of those affected by decisions.• Always establishes and maintains cooperative, effective, and productive working relationships.• Always share information with others.	



Regional Transit Authority

PART II – GOALS/ACTION PLANS

Core Competencies Guide

Type goals/action plans

PART III - EMPLOYEE DEVELOPMENT PLAN

Type development plan

We have reviewed and/or modified these expectations. They have been discussed and we each retain a copy. Signature does not necessarily mean agreement.

Employee's signature

Date

Supervisor's signature

Date

DRAFT