

Appendix G: Definitions of Performance Levels

Fully Satisfactory

The employee, without significant exception, met all of the qualifications for his or her group and level, and may sometimes have exceeded them. Thorough competence and adeptness.

Indicators of fully satisfactory performance would include:

- always completes work on time and within policy and program guidelines
- output exceeds minimum expectations
- works within agreed-upon responsibilities
- meets objectives with limited or no guidance
- understands and applies policies and procedures quickly and successfully
- thoroughly comprehends and contributes to the role of the work unit
- copes well with important and broad issues
- judgement and discretion can be trusted by superiors

Superior

The employee performed consistently and significantly beyond the qualifications for his or her group and level. Noteworthy and tangible achievements.

Indicators of superior performance would include:

- frequently completes work ahead of schedule
- always completes work within policy and program guidelines
- performs independently with virtually no supervision
- develops solutions to major problems
- demonstrates initiative and seeks additional responsibilities
- successfully manages several projects simultaneously and assigns appropriate priority to them
- remains calm and effective under intense pressure