**Summer Youth Employment Program**

**Employee Competency Review**

**Directions:** The Employee Competency Review should be completed **once** at the end of the worksite placement. There are 4 competencies, with specific objectives detailed for each (25 total). There are 4 possible ratings, from “unsatisfactory” to “exceeds expectations.” Complete the employee information section, then rate each **individual objective** by checking the appropriate rating number box. Total the overall rating, indicate the final worksite opinion and enter any additional comments. Sign and date the review, then return to the community-based organization.

Employee Information

Employee Name: Job Title:

Worksite Name: Supervisor:

Ratings

**(1)** = **Unsatisfactory** – Demonstrates little to no knowledge of the skill, objective or behavior indicated. Performance in this area is not adequate for this position.

**(2)** = **Needs Improvement** – Beginning to display knowledge of the skill, objective, or behavior indicated but only partially meets performance standards in this area for a person in this position.

**(3)** = **Meets Expectations** – Consistently displays the skill, objective, or behavior indicated and regularly meets job requirements in this area.

**(4)** = **Exceeds Expectations** – Regularly performs to the highest standard in this skill, objective, or behavior indicated.

| 1. **CUSTOMER SERVICE** | **1** | **2** | **3** | **4** |
| --- | --- | --- | --- | --- |
| Demonstrates excellent communication skills, including eye contact and speaking slowly and articulately. |  |  |  |  |
| Demonstrates appropriate internal and external, if applicable, customer service. |  |  |  |  |
| Deals calmly with difficult or upset customers and/or coworkers. |  |  |  |  |
| Makes appropriate decisions about which problems to handle and when to escalate a problem to a manager. |  |  |  |  |
| **CUSTOMER SERVICE SUBTOTAL** |  | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. **PROBLEM SOLVING AND DECISION MAKING** | **1** | **2** | **3** | **4** | |
| Asks good, appropriate questions to clarify issue, project or task. |  |  |  |  | |
| Prioritizes workload and implements a plan for completion of tasks. |  |  |  |  | |
| Able to read and follow multi-step directions. |  |  |  |  | |
| Able to learn, reason and think creatively. |  |  |  |  | |
| Interprets information to make appropriate and reasonable decisions. |  |  |  |  | |
| **PROBLEM SOLVING AND DECISION MAKING SUBTOTAL** |  | | | | |
| 1. **INTERPERSONAL AND COMMUNICATION SKILLS** | **1** | **2** | **3** | **4** |
| Works well without direct supervision. |  |  |  |  |
| Accepts supervision on a team and in a team environment. |  |  |  |  |
| Works well with people from culturally diverse backgrounds. |  |  |  |  |
| Provides accurate, courteous and timely information, including responding to comments and questions. |  |  |  |  |
| Addresses others professionally and articulately, using appropriate eye contact, voice, language and demeanor, either in person, by telephone, email or other means. |  |  |  |  |
| Actively listens, responds appropriately and accepts direction and feedback with positive attitude. |  |  |  |  |
| **INTERPERSONAL AND COMMUNICATION SKILLS SUBTOTAL** |  | | | |

| 1. **PERSONAL QUALITIES** | **1** | **2** | **3** | **4** |
| --- | --- | --- | --- | --- |
| Habitually arrives on time, does not leave early and has limited absences from work. |  |  |  |  |
| Provides sufficient notice and good reason if unable to report for work. |  |  |  |  |
| Arrives prepared to work and dressed and groomed appropriately. |  |  |  |  |
| Completes assigned work accurately, on time and up to standard for the position and project. |  |  |  |  |
| Refrains from using cell phones or other electronic devices at inappropriate times. |  |  |  |  |
| Understands appropriate level and forms of socialization in the workplace. |  |  |  |  |
| Is a self-starter and self-motivated. |  |  |  |  |
| Willing to try new things, learn new skills and ask for help when needed. |  |  |  |  |
| Demonstrates self-management, dependability, positive attitude, integrity and adaptability. |  |  |  |  |
| Follows job safety and health rules. |  |  |  |  |
| **PERSONAL QUALITIES SUBTOTAL** |  | | | |

| **OVERALL RATING** | ***25 to 100 points possible*** |
| --- | --- |
| **TOTAL COMPETENCY SCORE** |  |

| **FINAL WORKSITE OPINION** | **Yes** | **No** |
| --- | --- | --- |
| I would recommend hiring this employee again. |  |  |

| **COMMENTS** |
| --- |
|  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Worksite Supervisor’s Signature |  | Employee’s Signature |  | Date |