

PROCESS FOR USING THE STANDARDS OF EFFECTIVE JOB PERFORMANCE FOR EVALUATION OF CUSTODIAL SERVICES EMPLOYEES

Evaluation Process:

1. Custodial services employees are encouraged to complete the evaluation form based on their own perception of their job performance.
2. The Evaluator should seek feedback from principals on the performance and growth opportunities of the employee.
3. Custodial Supervisors will complete the evaluation form on Head Engineers and Head Engineers will complete the evaluation form on building personnel.
4. The Evaluator seeks prior approval on the performance evaluation prior to meeting with the employee.
5. The Evaluator and employee will meet to discuss the performance evaluation.
6. Send the original evaluation to Custodial Services Office at 1930 Como in a confidential envelope.
7. Custodial Supervisor personnel will send to Human Resources.

Timelines for Evaluation:

1. Custodial Services personnel will receive a performance evaluation on the following timelines.
 - For employees in their original employment probationary period, evaluations will be completed at:
 - 4 months
 - 8 months and
 - A final evaluation will be done at the end of the 12-month.
 - For employees in a promotional probationary period, evaluations will be completed at:
 - 2 months
 - 4 months
 - Prior to the end of the 6-month probationary period.
 - For permanent employees, evaluations will be completed:
 - Every other year.
2. Supervisors may choose to evaluate an employee at any time.

Improvement Plans and Disciplinary Action:

Supervisors may develop a Performance Improvement Plan or take disciplinary action according to the labor agreement with the appropriate bargaining unit. Evaluators are encouraged to contact their supervisor for assistance in these matters.

Standards of Effective Job Performance for Custodial Services Employees at Saint Paul Public Schools

Name		Employee ID	
Job Title		Location	
Evaluator		Evaluator Title	

Instructions: Circle the number that best describes observed behavior or overall performance and type in the Rating Number where indicated. If a standard does not apply to a specific role, mark N/A in Skills Area Box.

<i>Below Standard</i>	<i>Meets Standard</i>			<i>Exceeds Standard</i>
	Area of Growth	Meets Standard	Area of Strength	
1	2	3	4	5

	1	2	3	4	5
Safety	Fails to contribute to a safe and positive work environment	Contributes to a safe work environment: <ul style="list-style-type: none"> demonstrates a commitment to safety by following rules and guidelines. follows proper PPE requirements performs work using safely, following established procedures takes proper care of equipment follows good housekeeping practices reports unsafe conditions meets requirements of 100% participation in safety training 			Proactively prevents problems that may disrupt a safe and caring work environment
Comments:					
Attendance	Poor attendance and/or ineffective back up plans Does not follow call in procedure correctly.	Has good attendance with appropriate plans in place for absences <ul style="list-style-type: none"> no pattern of absences follows Call In Procedures to reporting absence or tardiness follows schedule, including breaks is on time to work: <ul style="list-style-type: none"> - ready to start work at assigned time - works until the end of the scheduled shift 			Has excellent attendance with well developed plans for absences
Comments:					
Knowledge Base	Demonstrates gaps in knowledge related to area of responsibility	Demonstrates working knowledge in the area of responsibility: <ul style="list-style-type: none"> follows steps in cleaning guidelines effectively uses equipment follows policy and procedure 			Demonstrates extensive knowledge in area of responsibility
Comments:					

Customer Service	1	2	3	4	5
	Feedback from others indicates disrespectful or unprofessional relationships	Maintains respectful, effective, and professional relationships with all students, staff and parents <ul style="list-style-type: none">skilled in conflict resolutioneffective communication with staff, students and publicreports from others of good work			Data indicate highly positive working relationships
Comments:					
Problem Solving	1	2	3	4	5
	Problem solving skills are not effective	Applies problem solving skills effectively <ul style="list-style-type: none">uses resources to solve problemsproactively prevents problemsreacts effectively to solve problemslearns to solve own problemsknows which problems to solve on own and which to refer			Is highly proactive in identifying and minimizing potential problems
Comments:					
Productivity	1	2	3	4	5
	Fails to meet expectations of: <ul style="list-style-type: none">quantitytimeliness	Completes assignments meeting expected performance criteria: <u>Quantity of work:</u> <ul style="list-style-type: none">Properly uses materials and equipment to effectively and efficiently complete varying workload in a timely manner.Stays on task <u>Timeliness of work:</u> <ul style="list-style-type: none">meets deadlinesfollows througheffective use of time			Identifies ways to streamline and improve efficiency of work
Comments:					
Quality	1	2	3	4	5
	Fails to consistently meet expectations in Quality of work	<u>Quality of work</u> <ul style="list-style-type: none">quality control checks are performedmeets defined cleaning standardsaccuracy and appearance are at an acceptable levelrecognizes and learns from mistakestakes responsibility for actions, decisions and results			Ensures that defined processes and quality standards, and best practices are adopted and updated; drives continuous improvement.
Comments:					

	1	2	3	4	5
Independence	Does not work independently as appropriate	Works independently as appropriate <ul style="list-style-type: none"> • demonstrates multi-tasking • rotates assignments as requested and continues quality teamwork even if someone is gone • uses resources independently 			Proactively completes tasks independently as appropriate
Comments:					
	1	2	3	4	5
Teamwork	Contributes to making environment negative.	Builds trust by respecting ideas and contributions of everyone; works well with others. <ul style="list-style-type: none"> • effective teamwork • implements suggestions made by others • takes direction well and without complaint • contributes to team goals 			Contributes to positive morale and spirit within the team and embraces diverse and global cultures and ideas
Comments:					
	1	2	3	4	5
Attire	Does not follow all aspects of uniform policy. Uniform has holes, is dirty/soiled/stained.	Follows uniform policy <ul style="list-style-type: none"> • shows up prepared for current weather conditions. • uniform is clean and/or freshly laundered. 			Uniform appearance is exceptional.
Comments:					
	1	2	3	4	5
Training	Fails to learn and/or apply new skills as needed	Learns and applies new skills as needed, including technology <ul style="list-style-type: none"> • operates computer programs, including email and payroll • checks email as assigned • operates new equipment correctly • keeps up on current best practices for job title • cross trains 			Develops self to assume new roles or responsibilities
Comments:					

FOR CUSTODIAL SERVICES STAFF WHO SUPERVISE OTHER EMPLOYEES					
Recognition	1	2	3	4	5
	Fails to provide positive recognition for employees	Recognizes employees for positive contributions			Regularly finds ways to support employee's large and small contributions
Comments:					
Communication	1	2	3	4	5
	Fails to communicate effectively	Effectively Communicates by; <ul style="list-style-type: none"> communicates issues of importance to customers (i.e. faculty, athletics department, parent groups, community ed) follows the chain of command partners with principal on building needs communicates effectively with staff properly wears and operates custodial phone and walkie-talkies 			Never fails to communicate at the right time the right information.
Comments:					
Professional Expectations	1	2	3	4	5
	Fails to set and/or model high expectations for staff	Sets and models high expectations for staff <ul style="list-style-type: none"> building reflects best practices - clean and organized staff is viewed as positive role models for students 			Sets, models, and attains high expectations for staff
Comments:					
Building Operations	1	2	3	4	5
	Fails to assure that assigned operations are handled effectively. Excessive inventory on hand.	Assures that assigned operations are running smoothly <ul style="list-style-type: none"> effectively prioritizes duties, tasks and projects uses staff effectively monitors cleanliness of building Implements effective managerial skills <ul style="list-style-type: none"> maintains appropriate level of inventory ensures that all required training and licenses are in place uses data to make decisions monitors work done by evening shift 			Overall operations are a model for others
Comments:					

Saint Paul Public Schools' Guiding Values

<u>Value</u>	<u>Description</u>	<u>Yes</u>	<u>No</u>
ACHIEVEMENT	Fostering academic success by taking action to increase student achievement through challenging and collaborative learning.		
COMMUNICATION	Engaging with sincerity and honesty by using language that can be understood by all.		
CONTINUOUS IMPROVEMENT	Pursuing excellence by identifying and strengthening what is working well and being flexible to change what is not.		
COLLABORATION	Working together in a respectful manner that values and honors families, staff, students and the community.		
ACCOUNTABILITY	Holding ourselves to high standards for the outcomes of student achievement and operational, instructional and fiscal performance.		
INCLUSIVE CULTURE	Embracing each individual culture, race, ethnicity, ability and identity.		
Comments:			

ST. PAUL PUBLIC SCHOOLS
STANDARDS OF EFFECTIVE JOB PERFORMANCE FOR CUSTODIAL SERVICES EMPLOYEES

SUMMARY EVALUATION FOR

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Skills Category Ratings

Please enter the numeric rating score after each skills category.

Safety		Attendance		Knowledge Base		Customer Service		Problem Solving	
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Productivity		Quality		Independence		Teamwork		Attire	
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Training	
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For Custodial Services employees with direct reports

Recognition		Communication		Expectations		Operations	
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Overall Ratings

After reviewing with your supervisor, please check the appropriate overall performance of employee.

- ☐ Exceeds Standard
- ☐ Meets Standard (Satisfactory)
- ☐ Below Standard (Unsatisfactory - must be re-assessed within 4 months) Note: A Performance Improvement Plan may be developed for employees who are not in a probation period and rated Below Standard

Summary Comments (include overall summary and any developmental goals):

Suggestions for career development (optional):

Signed _____
 Evaluator

Date: _____

This performance appraisal has been discussed with me and I have received a copy of it. I understand custodial services employees may submit a letter for inclusion in their personnel file pertaining to this evaluation.

Signed: _____
 Custodial Services Employee

Date: _____

Procedure: Give a copy of the complete evaluation to the employee. Keep a copy for your files. Send the original to Custodial Services Office at 1930 Como in a confidential envelope. CSO will send to Human Resources.