

## Performance Elements

### **(01) EXECUTION OF DUTIES**

Complete work assignments are routinely performed in a timely manner, assuring a quality of work that meets the needs of the organization. Solutions developed demonstrate improvements in work methods. Work products do not require substantive revisions. Assignments are completed in accordance with applicable agency guidelines including timeframes.

### **(02) COMMUNICATIONS**

As a rule, oral and written communications are clear, correct, timely, and presented in an understandable manner. Supervisor and coworkers are informed of issues and problems when necessary. Information and guidance provided is timely and accurate.

### **(03) SUPERVISION/LEADERSHIP/MANAGEMENT**

Work is assigned in a fair and effective manner. Technical guidance to subordinate staff is ordinarily provided in a timely manner. Performance management is implemented in accordance with procedure. Issues, concerns, or problems are handled promptly and fairly. To the extent possible, staff is properly trained and complies with occupational health and safety programs. Management decisions are supported and implemented within appropriate timeframes.

### **(04) TEAM LEADERSHIP**

Routinely leads individuals and team members toward specific goals and accomplishments. Provides encouragement, guidance, and direction as needed. Adjusts style to fit situation. Delegates appropriate authority in an effective manner. Coordinates functions of the team members. Demonstrates a sincere interest in employees' activities, abilities, etc.

### **(05) PROGRAM MANAGEMENT**

Manages program(s) resolving issues and problems within the employee's control. Monitors all aspects of program(s) for quality, effectiveness, and consistency. Program plans and guidance are responsive to objectives and requirements of the agency. Policy instructions are appropriately issued and are accurate. Evaluates effectiveness of work and adjusts plan accordingly.

### **(06) SPECIAL PROJECTS**

Special projects are regularly completed on time in a competent, accurate, and thorough manner. Completed projects comply with regulations and procedures. Special projects are completed independently or reflect research and collaboration with others as required.

**Performance Elements****(07) RESEARCH AND ANALYSIS**

Thoroughly and accurately researches issues in a timely manner, using available reference sources (e.g. USDA manuals or applicable law or regulations). Makes reasonable recommendations or decisions based on available guidance.

**(08) CUSTOMER SERVICE**

Provides advice that is timely, responsive and accurate. Maintains appropriate rapport with internal and external customers. Develops and establishes working relationships with external organizations as required. Keeps supervisor and/or team leader informed of difficult and/or controversial issues and unique problems. Takes action to effectively solve problems before they have an adverse impact on the organization or other employees.

**(09) EQUAL OPPORTUNITY/CIVIL RIGHTS (Mandatory for Managers And Supervisors)**

Performs all duties in a manner which consistently demonstrates fairness, cooperation, and respect towards coworkers, office visitors, and all others in the performance of official business. Demonstrates an awareness of EO/CR policies and responsibilities of Agency and Departmental goals of valuing a diverse, yet unified workforce.

**(10) PERSONAL CONTACTS-EO/CR (Mandatory For All Non-Supervisory Employees)**

Routinely displays courteous and tactful behavior towards internal and external customers, supervisors, coworkers, and/or team members. Projects a positive and professional image of USDA. Performs all duties in a manner which consistently demonstrates fairness, cooperation, and respect towards coworkers, office visitors, and all others in the performance of official business. Demonstrates an awareness of EO/CR policies and responsibilities of Agency and departmental goals of valuing a diverse, yet unified workforce.

**(11) RESOURCE MANAGEMENT**

Monitors allocated funds and maintains complete and accurate records of expenditures. Routinely utilizes resources in an efficient and effective manner. Ensures that funds, property and other resources are guarded against waste, loss, unauthorized use, and misappropriation.

**Performance Elements**

**(12) INDIVIDUAL CONTRIBUTIONS TO THE TEAM**

Ordinarily displays dependability and reliability. Promotes open communication. Contributes creative ideas and actively participates in team meetings resulting in added value to the team's products and services. When problems arise, explores causes and assists in resolving them. Works with team members to appropriately implement decisions. Is usually open-minded to new ideas and approaches in implementing the team's goals. Willingly accepts and acts on constructive criticism.

**(25) MISSION RESULTS**

Demonstrates support for Agency strategic goals and initiatives within own organizational unit and contributes to the achievement of overall Agency initiatives. Stresses accountability and continuous improvement to employees/team members, makes timely and effective decisions, and produces results through strategic thinking and decisive action.

