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| **PLANNING PHASE**  **Performance Development Plan Form**  (To be completed at the beginning of the performance period) |

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| Type of Evaluation  Annual  Probationary  Trial Service  Transition Review | | | | | |
| Employee Last Name  **Katz** | | | Employee First Name  **Dhara** | | Employee A #  **A00077915** |
| Position Number  **4117** | Performance Period (Including Planning and Assessment Phases)  From: **08/01/2019** To: **02/01/2020** | | | | Position Description Updated  Yes  No |
| Position Title  **Office Assistant 2** | | | | | |
| Division | | Unit  **MPA Program** | | Supervisor’s Name  **Michael Craw** | |

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| **Position Linkage With Organizational Mission and Goals** |
| What is the organization’s mission and how do the duties and responsibilities of this position link or contribute to the achievement of the mission goals and objectives of the organization? Provide a brief summary.  **The half-time Master in Public Administration (MPA) Office Assistant 2 provides clerical support to MPA program staff, faculty, students, and prospective students. This position helps to support the administrative efficiency of the MPA program, providing clerical, record-keeping, information tracking, and event planning support.** |

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| **SECTION 1: Performance Expectations and Goals Planning** | |
| **Part 1: Performance Expectations**  Based on the position’s major responsibilities, outline the key results, skills and abilities expected of the employee during this performance period. | |
| 1. **Key Results Expected**   What are the most important objectives, outcomes, and/or assignments to accomplish in order to be successful during this time period?  **Assist MPA director and assistant directors in updating student information spreadsheets**  **Assist in managing prospective student information in Radius**  **Serve as a liasion for the MPA program to other College programs and units.**  **Follow-up on prospective student email and phone inquiries transferred from MPA director and assistant directors**  **Support the MPA director and assistant directors in MPA program's marketing and communication strategy and in maintaining MPA program's social media accounts (including blog, webpages, Facebook and LinkedIn pages, and Wordpress)**  **Use Banner to look up applicant data such as name and contact information**  **Enter prospective student contact information in Banner and appropriate spreadsheets**  **Maintain student paper files as needed**  **Review files at the end of the year to remove and re-file graduates**  **Pull reports from Banner on student academic progress as needed by MPA director and assistant directors**  **Update MPA course schedule every quarter and as needed**  **Assist faculty in developing requests for classroom space and course registration numbers (CRNs)**  **Request syllabi and course summaries from faculty and post them on the MPA website**  **Assist in special student registration as the contact person for students, faculty, and Records and Registration**  **Respond to student email and phone queries on routine administrative matters**  **Assemble and mail information packets to prospective students**  **Act as primary contact person and provide logistical support for adjunct and visiting faculty (such as obtaining keys, finding classrooms, setting up mailboxes, receiving syllabi, and informing about student evaluation procedures).**  **Provide logistical support for MPA program events, such as hooding ceremonies, new student orientation, symposia, and other public events**  **Process purchase orders and travel documents for MPA program faculty and staff**  **Assist in managing contact information and communications with MPA program alumni**  **Maintain reception area and common spaces used by the MPA program**  **Assist MPA director in scheduling MPA faculty and staff meetings** | |
| 1. **Key Skills and Abilities Expected**   What are the most important skills and abilities the employee must demonstrate to perform their position duties successfully?  Excellent clerical support skills  Excellent customer service skills  Excellent customer service, interpersonal skills and communication skills with diverse groups  Ability to create, organize, and maintain both electronic and paper files  Ability to maintain confidentiality of student records  Skill in Microsoft Office software applications, including Word, Excel, and Outlook  Skill in the use of Banner, Radius, and Evergreen's course management database (CMD)  Ability to update websites, manage email listservs,and represent the MPA program in social media  Ability to work in an office environment with frequent interruptions  Ability to manage time effectively and to prioritize multiple requests  Ability to prioritze work assignments, follow through, and bring tasks to completion  Ability to have awareness for and sensitivity to social and cultural diversity  Ability to become and remain familiar with Evergreen courses and programs  Ability to develop constructive and cooperative working relationships with co-workers and staff in other studen-centered service offices on campus, and maintaining those relationships over time  Ability to work independently  Ability to work at a computer for extended periods of time  Ability to become and remain familiar with Evergreen and MPA program courses, programs and relevant policies | |
| **Part 2: Training and Development Goals / Opportunities**  What training and development needs, goals and opportunities should the employee focus on during this performance period?  **Training in Evergreen administrative software, particularly Banner, CMD, and Radius**  **Training in social media strategy and management**  **Becoming familiar with Qualtrics**  **Training and developing practice in database management**  **Training and increaing proficiency in website management and HTML coding** | |
| **Part 3: Organizational Support** (Optional)  **To be completed by the employee only.**  What suggestions do you have as to how your supervisor, co-workers, and/or management can better support you in your present job and future career goals? | |
| **SECTION 2: Signatures and Filing** | |
| **Part 1: Signatures** | |
| **Supervisor Section** | |
| By signing below, I acknowledge that this Planning Phase PDP is based on my best judgment. | |
| Supervisor’s Signature | Date |
| **Employee Section** | |
| By signing below, I acknowledge that this Planning Phase PDP has been discussed with me. | |
| Employee’s Signature | Date |
| **Reviewer Section** | |
| By signing below, I acknowledge that I have reviewed the Planning Phase PDP and that the PDP process has been properly followed. | |
| Reviewer’s Signature | Date |

**Part 2: Filing**

The supervisor retains one copy of the Planning Phase PDP form and provides one copy to the employee and one copy to the Reviewer. The signed original Planning Phase PDP form is reviewed by Human Resource Services and placed in the employee’s official personnel file.