

**San José State University  
STAFF PERFORMANCE FACTORS**

**I. Performance Factors**

1. Job Knowledge
2. Organizational Skills
3. Communication Skills
4. Teamwork
5. Initiative and Motivation

**II. Definitions of Performance Factors for Staff Reviews**

**1. Job Knowledge**

Is knowledgeable in the latest techniques, skills, and methods pertinent to the assigned area of responsibility.

Uses/demonstrates the skills and tools necessary to perform job effectively.

Can draw upon previous experience to handle new problems or challenges.

Makes effort to stay current in field.

Can identify and analyze problems and present solutions.

**2. Organizational Skills**

Can plan, organize, and prioritize work effectively.

Meets deadlines and completes assignments within specified time frames.

Uses time and resources effectively to meet goals

**3. Communication Skills**

Organizes thoughts and presents ideas clearly and concisely in both written and oral form.

Demonstrates ability to listen and offer sound feedback.

Maintains positive communication and relationships with outside contacts and customers.

Keeps management and peers well informed.

#### **4. Teamwork**

Works effectively with other employees.

Gives assistance to others when needed.

Shares credit and can balance individual and team goals.

#### **5. Initiative and Motivation**

Begins and completes work requirements without direct prompting from others.

Can handle multiple tasks and responsibilities and is willing to take on new challenges.

Displays interest in and enthusiasm for the job and completes assignments quickly and efficiently.

Is able to adapt to new situations and changing work priorities and responsibilities when needed.

Makes positive use of suggestions and utilizes input from others to learn new skills, concepts, and processes.