
PERFORMANCE APPRAISAL FORM: OFFICE MANAGER

Employee Name: _____

Review Date: _____

Supervisor Name: _____

Evaluate the employee on each performance area, using the following rating scale:

1="Unsatisfactory," 2="Below Expectations," 3="Meets Expectations," 4="Exceeds Expectations," 5="Role Model"

<u>Rating</u>	<u>Performance Area</u>
_____	1) <u>Accounting</u> : Conducts accounting functions (e.g., enhancements billings, accounts payable/receivables, invoice coding); coordinates the payroll process; produces various accounting reports.
_____	2) <u>Results Oriented</u> : Maintains focus on outcomes; is proactive and goal oriented; concentrates on meeting objectives, delivering to the required time, cost, and quality; holds performance as more important than process; sets specific, measurable, and relevant goals and takes efficient action to accomplish success.
_____	3) <u>Decision Quality</u> : Consistently makes effective, timely, and sound decisions; solicits information from multiple sources prior to making a judgment; addresses goals, resources, and intangibles; considers implications and contingency plans associated with all decisions.
_____	4) <u>Administrative Efficiency</u> : Demonstrates highly-efficient time management skills; adept at multi-tasking to accomplish goals; generates purchase orders; places orders for job and office materials; applies support systems to ensure safety and efficiency.
_____	5) <u>Human Resources</u> : Coordinates staffing, training, benefits, and performance management; approves all paperwork; complies with all human resources procedures and employment laws; views employees as assets.
_____	6) <u>Customer Service</u> : Consistently exceeds customer expectations; keeps customers well-informed, listens to them attentively, and addresses their concerns; enacts a personal approach to customer service.
_____	7) <u>Interpersonal Skills</u> : Treats others with respect, collaboration, and support in such a way that work relationships are improved and morale is increased; is approachable; has effective communication skills.
_____	8) <u>Overall Performance Rating</u>

Supervisor Comments:

Employee Strengths:

1) _____

2) _____

3) _____

Areas for Improvement:

1) _____

2) _____

3) _____

Goals:

1) _____ By: _____

2) _____ By: _____

3) _____ By: _____

Employee Signature: _____

Supervisor Signature: _____