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## **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"

<b><u>Rating</u></b>	<b><u>Performance Area</u></b>
_____	1) <b><u>Accounting</u></b> : Conducts accounting functions (e.g., enhancements billings, accounts payable/receivables, invoice coding); coordinates the payroll process; produces various accounting reports.
_____	2) <b><u>Results Oriented</u></b> : 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 goals, and takes efficient action to accomplish success.
_____	3) <b><u>Decision Quality</u></b> : 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) <b><u>Administrative Efficiency</u></b> : 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) <b><u>Human Resources</u></b> : Coordinates staffing, training, benefits, and performance management; approves all paperwork; complies with all human resources procedures and employment laws; views employees as assets.
_____	6) <b><u>Customer Service</u></b> : Consistently exceeds customer expectations; keeps customers well-informed, listens to them attentively, and addresses their concerns; enacts a personal approach to customer service.
_____	7) <b><u>Interpersonal Skills</u></b> : 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) <b><u>Overall Performance Rating</u></b>

Supervisor Comments:

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Employee Strengths:

1) \_\_\_\_\_

2) \_\_\_\_\_

3) \_\_\_\_\_

Areas for Improvement:

1) \_\_\_\_\_

2) \_\_\_\_\_

3) \_\_\_\_\_

Goals:

1) \_\_\_\_\_ By: \_\_\_\_\_

2) \_\_\_\_\_ By: \_\_\_\_\_

3) \_\_\_\_\_ By: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_