

**Florida Department of State
Proposed Inspector General SMART Goals**

Complaint Intake

Expectation: During this evaluation period, ensures that all complaints and complaint documentation are reviewed, referred and handled by the Office of Inspector General (OIG) pursuant to law and established policies.

Performance rating of “3”:

Makes sure that all complaints and complaint documentation received by the OIG has had appropriate action taken by either handling the complaint internally or referring the complaint for action outside the agency, within 5 work days from receipt of the complaint in the OIG.

- Ensures all documents are reviewed, referred and handled as required by law and established policies.
- Operates in a professional and courteous manner with the public and management.
- Demonstrates thorough understanding of complaint review procedures and makes appropriate decisions regarding complaint handling.
- Demonstrates ability to quickly analyze and summarize complex information and data.
- Demonstrates ability to communicate clearly and effectively with internal and external customers both verbally and in writing.

Performance rating of “4”:

Meets all of the requirements for a 3 rating, but makes sure that all complaint review/referral/handling processes are completed within 3 work days from receipt of the complaint in the OIG.

Performance rating of “5”:

Meets all of the requirements for a 3 rating, but makes sure that all complaint review/referral/handling processes are completed within 2 work days from receipt of the complaint in the OIG.

Performance rating of “2”:

- Any condition for achieving a “3” rating has not been consistently met.

Performance rating of “1”:

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- Any 2 or more of the conditions for achieving a “3” rating have not been consistently met.

Inspector General (IG) Work

Expectation: During this evaluation period, makes sure that staff provides accurate and timely information in conducting internal audits, investigations, on-site compliance reviews, audits of grantee’s records (recipient and sub-recipient) and consulting services pursuant to policies and standards adopted by the OIG. .

Performance rating of “3”:

- Ensures that workpapers are timely produced within budgeted time 85% of the time.
- Ensures that workpapers adequately support finding and recommendation or conclusions in the report.
- Advises Management of any reported deficiencies, findings, recommendations and the appropriateness of the corrective action
- Demonstrates ability to quickly analyze and summarize complex information and data.
- Demonstrates ability to communicate clearly and effectively with internal and external customers both verbally and in writing.
- Demonstrates ability to rapidly adapt to changing work conditions and workloads and accepts changes in a positive manner.
- Demonstrates highly effective interpersonal and organizational skills to accomplish OIG assignments.

Performance rating of “4”:

Meets all of the requirements for a “3” rating, except that work papers are produced within budgeted time 90% of the time and the IG is occasionally relied upon to help management solve complex issues.

Performance rating of “5”:

Meets all of the requirements for a “4” rating, except that work papers are produced within budgeted time 95% of the time and the IG is frequently relied upon to help management solve complex issues.

Performance rating of “2”:

- Any condition for achieving a “3” rating has not been consistently met.

Performance rating of “1”:

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- Any 2 or more of the conditions for achieving a “3” rating have not been consistently met.

Training

Expectation: During this evaluation period, the IG enhances his knowledge, skills, and abilities needed to perform the duties of the position by completing required and recommended training.

Performance rating of “3”:

- Complete 40 hours of job related training, with a minimum of 6 hours of training directly related to work assignments, annually.
- Displays initiative in acquiring new knowledge, skills, and abilities related to assigned tasks

Performance rating of “4”:

- Complete 45 hours of job related training, with a minimum of 6 hours of training directly related to work assignments annually
- Displays initiative in acquiring new knowledge, skills, and abilities related to assigned tasks

Performance rating of “5”:

- Complete 50 hours of job related training, with a minimum of 6 hours of training directly related to work assignments annually
- Displays initiative in acquiring new knowledge, skills, and abilities related to assigned tasks.

Performance rating of “2”:

- Completes between 31-39 hours of job related training, with 3-5 hours of training directly related to work assignments annually.
- Does not consistently display initiative in acquiring new knowledge, skills, and abilities related to assigned tasks.

Performance rating of “1”:

- Completes 30 hours or less of job related training annually.
- Demonstrates a lack of initiative in acquiring new knowledge, skills, and abilities related to assigned tasks.