



SMART EXPECTATIONS Administrative Assistant II

Records Management

Expectation: During the evaluation period, manages records for the Office of Inspector General by processing records requests in accordance with state law and maintaining case records in accordance with Department and state records retention requirements.

Performance Rating of “3”

- Records requests are processed in accordance with the Public Records Law and 80% - 90% are processed within 1 day.
- Annually OIG records eligible for destruction are identified and processed for destruction in accordance with Department policy.
- Prepares timely and in accordance with instructions, correspondence, memoranda and other business materials and documents as necessary to support the investigations function;
- Maintains accurate records of OIG investigations in Administrative Investigation Management (AIM) system.
- Executes requested investigative data reports through AIM

Performance Rating of “4”

- Records requests are processed in accordance with the Public Records Law and 91% - 95% are processed within 1 day = 4.
- Twice, spread throughout the rating period, OIG records eligible for destruction are identified and processed for destruction in accordance with Department policy.
- Prepares timely and in accordance with instructions, correspondence, memoranda and other business materials and documents as necessary to support the investigations function;
- Maintains accurate records of OIG investigations in Administrative Investigation Management (AIM) system.
- Executes requested investigative data reports through AIM

Performance Rating of “5”



- Records requests are processed in accordance with the Public Records Law and 96% or more are processed within 1 day = 5.
- Twice, spread throughout the rating period, OIG records eligible for destruction are identified and processed for destruction in accordance with Department policy.
- Prepares timely and in accordance with instructions, correspondence, memoranda and other business materials and documents as necessary to support the investigations function;
- Maintains accurate records of OIG investigations in Administrative Investigation Management (AIM) system.
- Executes requested investigative data reports through AIM

Performance Rating of “2”

Employee fails to meet any one of the expectation in (3).

Performance Rating of “1”

Employee fails to meet two or more of the expectation in (3).

Transcriptions

Expectation: Accurately and timely conducts transcriptions of requested recorded investigative interviews.

Performance Rating of “3”

70% - 80% of assigned transcriptions are processed within 3 business days.

Performance Rating of “4”

81% - 90% of assigned transcriptions are processed within 3 business days.

Performance Rating of “5”

Greater than 90% of assigned transcriptions are processed within 3 business days.

Performance Rating of “2”

Transcriptions are processed consistently with significant spelling and typographical errors and 31% or more of assigned transcriptions are processed in 4 business days or more.



Performance Rating of “1”

Transcriptions are processed consistently with significant spelling and typographical errors and 50% or more of assigned transcriptions are processed in 4 business days or more.

Teamwork

Expectation: Throughout the evaluation period, effectively works and communicates with all members of OIG in order to foster a healthy work environment.

Note: All standards must be met under a performance rating in order to earn that rating.

Performance Rating of “3”

- Professionally communicates with supervisor to proactively address issues.
- Communicates with coworkers in a calm, professional manner.
- Regularly offers assistance to co-workers upon completion of personal assignments on a daily basis.
- Willingly accepts assignments of temporary job duties.

Performance Rating of “4”

- Professionally communicates with supervisor to proactively address issues.
- Communicates with coworkers in a calm, professional manner.
- Regularly offers assistance to co-workers upon completion of personal assignments on a daily basis.
- Willingly accepts assignments of temporary job duties.
- Proactively seeks additional assignments from supervisor.

Performance Rating of “5”

- Professionally communicates with supervisor to proactively address issues.
- Communicates with coworkers in a calm, professional manner.
- Regularly offers assistance to co-workers upon completion of personal assignments on a daily basis.
- Willingly accepts assignments of temporary job duties.
- Proactively seeks additional assignments from supervisor.



- Demonstrates initiative by identifying office needs and independently completing work.

Performance Rating of “2”

- Any one of the conditions for achieving a “3” has not been met.

Performance Rating of “1”

- Any two of the conditions for achieving a “3” has not been met.