

## Enhanced ePerformance Features Now Available

The Ohio Department of Administrative Services' ePerformance Team is pleased to announce enhanced ePerformance features available to managers and raters. The ePerformance Team recently finished entering competency results descriptions that are tied to each performance rating within each job level (e.g., Individual Contributor). The results description choices, which are intended to help Manager/Raters begin writing their comments, may be accessed by clicking the Writing Tools link next to the competency Comments area (pictured below).

**CUSTOMER FOCUS**

Description : Customer Focus is required for use in all state of Ohio performance evaluations. The Customer Focus competency centers on the employee interaction with the customer. It can be either an internal or external customer. It must be demonstrated that the employee understands the need(s) of the customer. The demonstration should include the employee level of knowledge, the tone and the timeliness of the employee responses. The employee should know when to seek assistance to ensure the customer has an overall positive experience. Finally, the evaluation should include examples that the employee evaluates his/her practices based on customer feedback.

**INDIVIDUAL CONTRIBUTOR**

Individual Contributor level positions are assigned specialized functions or programs. Employees may be in a Bargaining Unit or Exempt classification. Scope of work activities may include:

- \* Providing guidance, consultation or expert advice in specialized technical or professional area(s)
- \* Remaining current in area of expertise/body of knowledge
- \* Monitoring, maintaining and/or inspecting assigned persons, programs or equipment
- \* Recommending and influencing standard practices and process improvements

1. Does Not Meet  2. Meets Expectations  3. Exceeds Expectations

[+ Select Job Level](#)

1. Does Not Meet  2. Meets Expectations  3. Exceeds Expectations

Rating: 2. Meets Expectations

Comments:  
[Writing Tools](#)

The two types of descriptions are Results Writer items and Development Tips.

**Results Writer** items help describe the demonstrated behavior to support the competency rating, while **Development Tips** offer suggested ways to improve or maintain each competency's supporting behavior.

Select as many Suggested Results Text options as needed, which include both Results Writer items as well as Development Tips. Click the Add to Comments button, then the Save and Return button to include the chosen text options in the review document's Comments field.

### Writing Tools - Suggested Results

Customize | View All | First 1-14 of 14 Last

Suggested Results Text	Source
<input checked="" type="checkbox"/> Understands the needs of customers; is proficient in/with the service area mission, policies, practices, tools, contacts, etc.	Results Writer
<input checked="" type="checkbox"/> Responds to customer needs in a helpful, courteous and timely fashion.	Results Writer
<input type="checkbox"/> Evaluates customer feedback, when provided, and integrates into future service practices.	Results Writer
<input type="checkbox"/> Escalates sensitive-service issues, as advised; follows procedures.	Results Writer
<input type="checkbox"/> Maintains self-control when dealing with customers under conditions of stress/frustration.	Results Writer
<input type="checkbox"/> Ensures accurate information is provided; takes initiative to correct errors in instances where inaccurate information has been shared.	Results Writer
<input checked="" type="checkbox"/> Identify and complete course(s) via DAS, Human Resource Division, Office of Learning and Professional Development CORE Program or other available program(s).	Development Tips
<input type="checkbox"/> Identify and participate in training offered at the agency for customer service improvements.	Development Tips
<input type="checkbox"/> Enhance knowledge/skill through the use of Union Benefit Trust (UBT) funds or Employee Development Funds (EDF), as appropriate.	Development Tips
<input type="checkbox"/> Develop ability to anticipate customer need(s).	Development Tips
<input type="checkbox"/> Identify and recommend to supervisor opportunities for improved service.	Development Tips
<input type="checkbox"/> Actively engage customers for feedback; evaluate and continuously improve service practices.	Development Tips
<input type="checkbox"/> Maintain self-control and calms others through words or actions under conditions of stress/frustration.	Development Tips
<input type="checkbox"/> Take initiative to correct miscommunicated or inaccurate information.	Development Tips

[Select All](#) [Deselect All](#)  
Add to Comments

Comments:

Save and Return
Cancel
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