

13014B O*NET Occupational Descriptors <b>ADMINISTRATIVE SERVICES MANAGER</b>			<b>1</b>			<b>EXPERTISE REQUIRED</b> <i>Refer to Skills and Abilities Chart for more details.</i>			<b>2</b>			<b>CONTINUING EDUCATION RECOMMENDATIONS</b> <i>Refer to Continuing Education Chart for more details.</i>			<b>3</b>		
<b>Services Provided</b>				<b>Work Activities</b>				<b>Skills</b>				<b>Abilities</b>					
Plan, direct, and coordinate services of an organization, such as recordkeeping, mail distribution, telephone reception, and other office support services that may include facilities planning, maintenance, and custodial operations.				Analyze data or information Communicate with other workers Get information needed to do the job Perform administrative tasks				Coordination Judgment and Decision Making Management of Personnel Resources Technical Time Management Writing				Oral Comprehension Oral Expression Speech Clarity Written Comprehension Written Expression					
<b>4</b> You			<b>4</b> Mgr.			<b>7</b> Final			<b>5</b> Final			<b>6</b> Final					
<b>TASKS PERFORMED</b> <i>You and your manager complete this section independently. Final results are agreed upon together.</i>			<b>CUSTOMERS SERVICED</b> <i>You and your manager should complete this section together. Establish clear definitions for each customer group.</i>			<b>CONTRIBUTIONS TOWARD ORGANIZATIONAL GOALS</b> <i>You and your manager should complete this section together.</i>											
✓	N/A	✓	Analyze internal processes and plans or implement procedural and policy changes to improve operations.	✓	<b>Immediate Work Group:</b> including your manager and other Office Professionals.	✓	Customer Satisfaction										
✓	✓	✓	Coordinate activities of clerical and administrative personnel in establishment or organization.	✓	<b>Other Internal:</b> company workers not included in your immediate work group	✓	Personal/Professional Learning and Growth										
✓	✓	✓	Recommend cost saving methods to improve efficiency of department.	✓	<b>External:</b> customers, partners, suppliers	✓	Process Management/Improvement										
N/A	✓	N/A	Prepare and review operational reports and schedules to ensure accuracy and efficiency.			✓	Financial Results										
45	5	10	<b>Current Time Spent: 0-100%</b>	<b>Time Spent Tips</b>		<b>Performance Codes</b>											
40	10	10	<b>12 Month Objective: 0-100%</b>	<i>Refer to Time Spent Worksheet. Calculate after all 10 descriptors have been reviewed.</i>		<i>1 = unsatisfactory 2 = marginal 3 = average 4 = good 5 = exemplary</i>											
4	4	4	<b>Current Performance</b>														
5	4	4	<b>12 Month Objective: 1-5</b>														
<b>Performance Development Strategy</b> – <i>Is this is an area of your job you want to develop? If yes, then you and your manger should complete this section together. Focus your answers around the details described above.</i>				<b>Today's Date:</b> <u>May 25, 2000</u>				<b>Next Performance Development Meeting :</b> <u>August 25, 2000</u>									
<b>Why</b> do you want to develop this area of your job?				To continue evaluating and improving processes													
Which <b>customer</b> will be affected by this objective?				Immediate work group													
How will you contribute toward an <b>organizational goal</b> ?				Company will save time and money													
How will you know you have met your objective?				Less backlog of work and I'll be more productive													
What will the <b>rewards</b> be for meeting your objective?				Special luncheon and time off													
What <b>tools</b> or <b>resources</b> will you need?				Project management software, temporary clerical support													
What are two <b>skills</b> you will be using most?				Time management, coordination, judgement and decision making													
Are there any <b>classes</b> that would be useful?				Project management classes, computer applications													
How will you detect and discuss <b>problems</b> on a regular basis?				Monthly 1•1s with manager													
Who will <b>document</b> your progress?				Manager and I													

19999D O*NET Occupational Descriptors <b>CUSTOMER SERVICE AND SERVICE ESTABLISHMENT MANAGERS</b> ❶				<b>EXPERTISE REQUIRED</b> ❷ Refer to Skills and Abilities Chart for more details.		<b>CONTINUING EDUCATION RECOMMENDATIONS</b> ❸ Refer to Continuing Education Chart for more details.	
Services Provided		Major Activities		Skills	Abilities	Administration and Management	
Plan, direct and coordinate customer service activities within an organization		Analyze data or information Communicate with other workers Get information needed to do the job Monitor and control resources		Management of Personnel Resources Problem Identification Service Orientation Speaking Technical Time Management	Oral Comprehension Oral Expression Speech Clarity	Computer Applications Customer and Personal Service English Language Personnel and Human Resources	
❹ You	❹ Mgr.	❷ Final	<b>TASKS PERFORMED</b> <i>You and your manager complete this section independently. Final results are agreed upon together.</i>	❸ Final	<b>CUSTOMERS SERVICED</b> <i>You and your manager should complete this section together. Establish clear definitions for each customer group.</i>	❸ Final	<b>CONTRIBUTIONS TOWARD ORGANIZATIONAL GOALS</b> <i>You and your manager should complete this section together.</i>
✓	✓	✓	Communicate with customers to ascertain needs, advise on services, adjust complaints, or negotiate contracts.	✓	Immediate Work Group: including your manager and other Office Professionals.		Customer Satisfaction
N/A	✓	✓	Observe worker performance and review employees' work to ensure accuracy or quality of work.	✓	Other Internal: company workers not included in your immediate work group		Personal/Professional Learning and Growth
N/A	✓	✓	Plan and adjust work schedules and assign duties to meet customer demands.	✓	External: customers, partners, suppliers	✓	Process Management/Improvement
							Financial Results
10	5	10	<b>Current Time Spent: 0-100%</b>	<b>Time Spent Tips</b> <i>Refer to Time Spent Worksheet. Calculate after all 10 descriptors have been reviewed.</i>	<b>Performance Codes</b> 1 = unsatisfactory 2 = marginal 3 = average 4 = good 5 = exemplary		
10	10	10	<b>12 Month Objective: 0-100%</b>				
3	3	3	<b>Current Performance: 1-5</b>				
4	4	4	<b>12 Month Objective: 1-5</b>				
<b>Performance Development Strategy</b> – <i>Is this is an area of your job you want to develop? If yes, then you and your manger should complete this section together. Focus your answers around the details described above.</i> ❹				<b>Today's Date:</b> _____ <b>Next Performance Development Meeting :</b> _____			
Why do you want to develop this area of your job?							
Which customer will be affected by this objective?							
How will you contribute toward an organizational goal?							
How will you know you have met your objective?							
What will the rewards be for meeting your objective?							
What tools or resources will you need?							
What are two skills you will be using most?							
Are there any classes that would be useful?							
How will you detect and discuss problems on a regular basis?							
Who will document your progress?							

21117 O*NET Occupational Descriptors <b>BUDGET ANALYSTS</b>				<b>1</b>		<b>EXPERTISE REQUIRED</b> Refer to Skills and Abilities Chart for more details.		<b>2</b>		<b>CONTINUING EDUCATION RECOMMENDATIONS</b> Refer to Continuing Education Chart for more details.		<b>3</b>		
Service Provided			Major Activities			Skills			Abilities			Computer Applications Economics and Accounting Mathematics		
Examine budget estimates for completeness, accuracy, and conformance with procedures and regulations. Examine requests for budget revisions, recommend approval or denial, and draft correspondence. Analyze budgeting and accounting reports to maintain expenditure controls. Provide technical assistance in the preparation of budgets.			Analyze data or information Communicate with other workers Get information needed to do the job Monitor and control resources			Information Gathering Management of Financial Resources Mathematics Problem Identification Technical Time Management			Mathematical Reasoning Number Facility Written Comprehension					
<b>4</b> 🏠 You	<b>4</b> 🏠 Mgr.	<b>7</b> 🏠 Final	<b>TASKS PERFORMED</b> <i>You and your manager complete this section independently. Final results are agreed upon together.</i>			<b>6</b> 🏠 Final	<b>CUSTOMERS SERVICED</b> <i>You and your manager should complete this section together. Establish clear definitions for each customer group.</i>			<b>6</b> 🏠 Final	<b>CONTRIBUTIONS TOWARD ORGANIZATIONAL GOALS</b> <i>You and your manager should complete this section together.</i>			
N/A	N/A	N/A	Analyze accounting records to determine financial resources required to implement program and submit recommendations for budget allocations.			✓	Immediate Work Group: including your manager and other Office Professionals.				Customer Satisfaction			
N/A	✓	N/A	Recommend approval or disapproval of requests for funds.				Other Internal: company workers not included in your immediate work group				Personal/Professional Learning and Growth			
N/A	N/A	N/A	Testify regarding proposed budgets before examining and fund-granting authorities to clarify reports and gain support for estimated budget needs.				External: customers, partners, suppliers				Process Management/ Improvement			
			🏠				🏠				Financial Results			
0 <sup>1</sup>	5	5	Current Time Spent: 0-100%			<b>Time Spent Tips</b> <i>Refer to Time Spent Worksheet. Calculate after all 10 descriptors have been reviewed.</i>			<b>Performance Codes</b> 1 = unsatisfactory 2 = marginal 3 = average 4 = good 5 = exemplary			🏠		
0	0	0	12 Month Objective: 0-100%											
N/A		N/A	Current Performance: 1-5											
N/A	N/A	N/A	12 Month Objective: 1-5											
<b>Performance Development Strategy</b> – <i>Is this is an area of your job you want to develop? If yes, then you and your manger should complete this section together. Focus your answers around the details described above.</i>						🏠 Today's Date: _____ Next Performance Development Meeting : _____								
<b>Why</b> do you want to develop this area of your job?														
Which <b>customer</b> will be affected by this objective?														
How will you contribute toward an <b>organizational goal</b> ?														
How will you know you have met your objective?														
What will the <b>rewards</b> be for meeting your objective?														
What <b>tools</b> or <b>resources</b> will you need?														
What are two <b>skills</b> you will be using most?														
Are there any <b>classes</b> that would be useful?														
How will you detect and discuss <b>problems</b> on a regular basis?														
Who will <b>document</b> your progress?														

<sup>1</sup> SME did not think she performed these activities

21308A O*NET Occupational Descriptors <b>PURCHASING AGENTS AND CONTRACT SPECIALISTS</b>			<b>1</b>	<b>EXPERTISE REQUIRED</b> Refer to Skills and Abilities Chart for more details.		<b>2</b>	<b>CONTINUING EDUCATION RECOMMENDATIONS</b> Refer to Continuing Education Chart for more details.		<b>3</b>
<b>Services Provided</b>			<b>Major Activities</b>		<b>Skills</b>		<b>Abilities</b>		Administration and Management Computer Applications General Buying Operations
Compile and analyze statistical data to determine feasibility of buying products and to establish price objectives for contract transactions.			Analyze data or information Judge qualities of things, services, people Make decisions and solve problems Resolve conflict, negotiate with others		Active Listening Management of Financial Resources Negotiation Persuasion Technical Time Management		Oral Comprehension Oral Expression Written Comprehension		
<b>4</b> 🏠 You	<b>4</b> 🏠 Mgr.	<b>7</b> 🏠 Final	<b>TASKS PERFORMED</b> <i>You and your manager complete this section independently. Final results are agreed upon together.</i>		<b>5</b> 🏠 Final	<b>CUSTOMERS SERVICED</b> <i>You and your manager should complete this section together. Establish clear definitions for each customer group.</i>		<b>6</b> 🏠 Final	<b>CONTRIBUTIONS TOWARD ORGANIZATIONAL GOALS</b> <i>You and your manager should complete this section together.</i>
✓	✓	✓	Formulate policies and procedures for bid proposals and procurement of goods and services.		✓	Immediate Work Group: including your manager and other Office Professionals.		✓	Customer Satisfaction
✓	✓	✓	Locate and arrange for purchase of goods and services necessary for efficient operation of organization.			Other Internal: company workers not included in your immediate work group			Personal/Professional Learning and Growth
✓	✓	✓	Negotiate and administer contracts with suppliers and vendors.			External: customers, partners, suppliers			Process Management/Improvement
			🏠			🏠		✓	Financial Results
10	20	10	Current Time Spent: 0-100%		<b>Time Spent Tips</b>		<b>Performance Codes</b>		🏠
10	20	20	12 Month Objective: 0-100%		Refer to <b>Time Spent Worksheet</b> . Calculate after all 10 descriptors have been reviewed.		1 = unsatisfactory 2 = marginal 3 = average 4 = good 5 = exemplary		
3	3	3	Current Performance: 1-5						
4	4	4	12 Month Objective: 1-5						
<b>Performance Development Strategy</b> – <i>Is this is an area of your job you want to develop? If yes, then you and your manger should complete this section together. Focus your answers around the details described above.</i> <b>3</b>									
<b>Why</b> do you want to develop this area of your job?					🏠 Today's Date: _____ Next Performance Development Meeting : _____				
Which <b>customer</b> will be affected by this objective?									
How will you contribute toward an <b>organizational goal</b> ?									
How will you know you have met your objective?									
What will the <b>rewards</b> be for meeting your objective?									
What <b>tools</b> or <b>resources</b> will you need?									
What are two <b>skills</b> you will be using most?									
Are there any <b>classes</b> that would be useful?									
How will you detect and discuss <b>problems</b> on a regular basis?									
Who will <b>document</b> your progress?									

21511C O*NET Occupational Descriptors <b>EMPLOYEE RELATIONS SPECIALIST</b>			<b>1</b>		<b>EXPERTISE REQUIRED</b> <i>Refer to Skills and Abilities Chart for more details.</i>		<b>2</b>		<b>CONTINUING EDUCATION RECOMMENDATIONS</b> Refer to Continuing Education Chart for more details.		<b>3</b>		
<b>Services Provided</b>			<b>Major Activities</b>			<b>Skills</b>			<b>Abilities</b>			Computer Applications	
Perform a variety of duties to promote employee welfare, such as resolving human relations problems and promoting employee health and well-being.			Communicate with other workers Establish and maintain relationships Get information needed to do the job Organize plan, prioritize			Active Listening Idea Evaluation Social Perceptiveness Speaking Technical Time Management			Oral Comprehension Oral Expression Speech Clarity Written Comprehension Written Expression			English Language Personnel and Human Resources	
<b>4</b>	<b>4</b>	<b>7</b>	<b>TASKS PERFORMED</b> <i>You and your manager complete this section independently. Final results are agreed upon together.</i>			<b>5</b>	<b>CUSTOMERS SERVICED</b> <i>You and your manager should complete this section together. Establish clear definitions for each customer group.</i>			<b>6</b>	<b>CONTRIBUTIONS TOWARD ORGANIZATIONAL GOALS</b> <i>You and your manager should complete this section together.</i>		
You	Mgr.	Final				Final				Final			
N/A	✓	✓	Interview workers and discuss with personnel, human relations and other work-related problems that adversely affect morale, health and productivity			✓	Immediate Work Group: including your manager and other Office Professionals.			✓	Customer Satisfaction		
N/A	✓	✓	Evaluate and resolve human relations, or work-related problems, and meet with management to determine appropriate action.				Other Internal: company workers not included in your immediate work group			✓	Personal/Professional Learning and Growth		
N/A	✓	✓	Explain and provide advice to workers about company and government rules, regulations, procedures, and need for compliance.				External: customers, partners, suppliers				Process Management/Improvement		
											Financial Results		
0 <sup>2</sup>	20	20	Current Time Spent: 0-100%			<b>Time Spent Tips</b> <i>Refer to Time Spent Worksheet. Calculate after all 10 descriptors have been reviewed.</i>		<b>Performance Codes</b> 1 = unsatisfactory 2 = marginal 3 = average 4 = good 5 = exemplary					
0	20	10	12 Month Objective: 0-100%										
N/A	2	2	Current Performance: 1-5										
N/A	4	4	12 Month Objective: 1-5										
<b>Performance Development Strategy</b> – <i>Is this is an area of your job you want to develop? If yes, then you and your manger should complete this section together. Focus your answers around the details described above.</i>						<b>6</b> Today's Date: _____ Next Performance Development Meeting : _____							
<b>Why</b> do you want to develop this area of your job?													
Which <b>customer</b> will be affected by this objective?													
How will you contribute toward an <b>organizational goal</b> ?													
How will you know you have met your objective?													
What will the <b>rewards</b> be for meeting your objective?													
What <b>tools</b> or <b>resources</b> will you need?													
What are two <b>skills</b> you will be using most?													
Are there any <b>classes</b> that would be useful?													
How will you detect and discuss <b>problems</b> on a regular basis?													
Who will <b>document</b> your progress?													

<sup>2</sup> SME did not think she performed these activities

21511D O*NET Occupational Descriptors <b>EMPLOYEE TRAINING SPECIALISTS</b>			<b>1</b>	<b>EXPERTISE REQUIRED</b> Refer to Skills and Abilities Chart for more details.		<b>2</b>	<b>CONTINUING EDUCATION RECOMMENDATIONS</b> Refer to Continuing Education Chart for more details.		<b>3</b>	
<b>Services Provided</b> Coordinate and conduct employee training programs to train new and existing employees how to perform required work, improve work methods, or comply with policies, procedures, or regulations.			<b>Major Activities</b> Staff organizational units Communicate with other workers Coach and develop others Communicate with persons outside the organization			<b>Skills</b> Implementation Planning Learning Strategies Reading Comprehension Technical Time Management		<b>Abilities</b> Oral Comprehension Oral Expression Speech Clarity Written Expression		Computer Applications Education and Training
<b>4</b> You	<b>4</b> Mgr.	<b>7</b> Final	<b>TASKS PERFORMED</b> <i>You and your manager complete this section independently. Final results are agreed upon together.</i>			<b>5</b> Final	<b>CUSTOMERS SERVICED</b> <i>You and your manager should complete this section together. Establish clear definitions for each customer group.</i>		<b>6</b> Final	<b>CONTRIBUTIONS TOWARD ORGANIZATIONAL GOALS</b> <i>You and your manager should complete this section together.</i>
N/A	N/A	N/A	Confer with managers, instructors, or customer representatives of industrial or commercial establishment to determine training needs.			✓	Immediate Work Group: including your manager and other Office Professionals.		✓	Customer Satisfaction
N/A	✓	✓	Develop and conduct orientation and training for employees or customers of industrial or commercial establishment.			✓	Other Internal: company workers not included in your immediate work group		✓	Personal/Professional Learning and Growth
N/A	✓	N/A	Organize and develop training procedure manuals and guides.				External: customers, partners, suppliers			Process Management/Improvement
N/A	N/A	N/A	Schedule classes based on availability of classrooms, equipment and instructors.							Financial Results
0 <sup>3</sup>	10	10	<b>Current Time Spent: 0-100%</b>			<b>Time Spent Tips</b> <i>Refer to Time Spent Worksheet. Calculate after all 10 descriptors have been reviewed.</i>		<b>Performance Codes</b> 1 = unsatisfactory 2 = marginal 3 = average 4 = good 5 = exemplary		
0	10	10	<b>12 Month Objective: 0-100%</b>							
N/A	2	2	<b>Current Performance: 1-5</b>							
N/A	3	3	<b>12 Month Objective: 1-5</b>							
<b>Performance Development Strategy</b> – <i>Is this is an area of your job you want to develop? If yes, then you and your manger should complete this section together. Focus your answers around the details described above.</i>			<b>8</b> Today's Date: _____ Next Performance Development Meeting : _____							
<b>Why</b> do you want to develop this area of your job?										
Which <b>customer</b> will be affected by this objective?										
How will you contribute toward an <b>organizational goal</b> ?										
How will you know you have met your objective?										
What will the <b>rewards</b> be for meeting your objective?										
What <b>tools</b> or <b>resources</b> will you need?										
What are two <b>skills</b> you will be using most?										
Are there any <b>classes</b> that would be useful?										
How will you detect and discuss <b>problems</b> on a regular basis?										
Who will <b>document</b> your progress?										

<sup>3</sup> SME did not think she performed these activities

21511E O*NET Occupational Descriptors <b>PERSONNEL RECRUITERS</b>			<b>1</b>		<b>EXPERTISE REQUIRED</b> Refer to Skills and Abilities Chart for more details.		<b>2</b>		<b>CONTINUING EDUCATION RECOMMENDATIONS</b> Refer to Continuing Education Chart for more details.		<b>3</b>		
<b>Services Provided</b>			<b>Major Activities</b>			<b>Skills</b>			<b>Abilities</b>			Computer Applications Personnel and Human Resources	
Seek out, interview, and screen applicants to fill existing and future job openings and to promote career opportunities within an organization.			Coach and develop others Communicate with other workers Communicate with persons outside the organization Staff organizational units			Active Listening Idea Generation Judgment & Decision Making Technical Time Management			Oral Comprehension Oral Expression Speech Clarity Written Comprehension				
<b>4</b>	<b>4</b>	<b>7</b>	<b>TASKS PERFORMED</b> <i>You and your manager complete this section independently. Final results are agreed upon together.</i>			<b>5</b>	<b>CUSTOMERS SERVICED</b> <i>You and your manager should complete this section together. Establish clear definitions for each customer group.</i>			<b>6</b>	<b>CONTRIBUTIONS TOWARD ORGANIZATIONAL GOALS</b> <i>You and your manager should complete this section together.</i>		
<b>You</b>	<b>Mgr.</b>	<b>Final</b>				<b>Final</b>				<b>Final</b>			
N/A	✓	N/A	Arrange for interviews and travel and lodging for selected applicants at company expense.			✓	Immediate Work Group: including your manager and other Office Professionals.			✓	Customer Satisfaction		
N/A	N/A	N/A	Conduct reference and background checks on applicants.			✓	Other Internal: company workers not included in your immediate work group				Personal/Professional Learning and Growth		
✓	N/A	✓	Evaluate recruitment and selection criteria to ensure conformance to professional, statistical, and testing standards, and recommend revisions as needed.				External: customers, partners, suppliers			✓	Process Management/Improvement		
N/A	✓	N/A	Interview applicants to determine interests, qualifications, and employment eligibility plans and assist in developing employment and curriculum plans.								Financial Results		
✓	✓	✓	Provide potential applicants with information regarding facilities, operations, benefits, and career or job opportunities in organization.										
5	15	10	<b>Current Time Spent: 0-100%</b>			<b>Time Spent Tips</b> <i>Refer to Time Spent Worksheet. Calculate after all 10 descriptors have been reviewed.</i>		<b>Performance Codes</b> 1 = unsatisfactory 2 = marginal 3 = average 4 = good 5 = exemplary					
10	10	10	<b>12 Month Objective: 0-100%</b>										
3	3	3	<b>Current Performance: 1-5</b>										
4	4	4	<b>12 Month Objective: 1-5</b>										
<b>Performance Development Strategy</b> – <i>Is this is an area of your job you want to develop? If yes, then you and your manger should complete this section together. Focus your answers around the details described above.</i>												<b>6</b>	
<b>Today's Date:</b> _____												<b>Next Performance Development Meeting :</b> _____	
<b>Why</b> do you want to develop this area of your job?													
Which <b>customer</b> will be affected by this objective?													
How will you contribute toward an <b>organizational goal</b> ?													
How will you know you have met your objective?													
What will the <b>rewards</b> be for meeting your objective?													
What <b>tools</b> or <b>resources</b> will you need?													
What are two <b>skills</b> you will be using most?													
Are there any <b>classes</b> that would be useful?													
How will you detect and discuss <b>problems</b> on a regular basis?													
Who will <b>document</b> your progress?													

21905 O*NET Occupational Descriptors <b>MANAGEMENT ANALYSTS</b>			<b>EXPERTISE REQUIRED</b> Refer to Skills and Abilities Chart for more details.		<b>CONTINUING EDUCATION RECOMMENDATIONS</b> Refer to Continuing Education Chart for more details.			
<b>Services Provided</b>		<b>Major Activities</b>	<b>Skills</b>	<b>Abilities</b>	Administration and Management Computer Applications Time Management			
Review, analyze and suggest improvements to business and organizational systems to assist management in operating more efficiently and effectively. Conduct organizational studies and evaluations, design systems and procedures, conduct work simplification and measurement studies, and prepare operations and procedures manuals.		Analyze data or information Communicate with other workers Get information needed to do the job Provide consultation and advice to others	Identification of Key Causes Reading Comprehension Speaking Technical Time Management Writing	Speech Clarity Oral Expression Written Expression				
① You	④ Mgr.	⑦ Final	<b>TASKS PERFORMED</b> <i>You and your manager complete this section independently. Final results are agreed upon together.</i>		⑤ Final	<b>CUSTOMERS SERVICED</b> <i>You and your manager should complete this section together. Establish clear definitions for each customer group.</i>	⑥ Final	<b>CONTRIBUTIONS TOWARD ORGANIZATIONAL GOALS</b> <i>You and your manager should complete this section together.</i>
✓	N/A	✓	Review forms and reports, and confer with management and users about format, distribution, and purpose, and to identify problems and improvements.		✓	Immediate Work Group: including your manager and other Office Professionals.	✓	Customer Satisfaction
✓	✓	✓	Develop and implement records management program for filing, protection, and retrieval of records, and assure compliance with program.			Other Internal: company workers not included in your immediate work group		Personal/Professional Learning and Growth
N/A	✓	✓	Prepare manuals and train workers in use of new forms, reports, procedures, equipment, according to organizational policy.			External: customers, partners, suppliers		Process Management/Improvement
								Financial Results
5	5	5	<b>Current Time Spent: 0-100%</b>		<b>Time Spent Tips</b> <i>Refer to Time Spent Worksheet. Calculate after all 10 descriptors have been reviewed.</i>		<b>Performance Codes</b> 1 = unsatisfactory 2 = marginal 3 = average 4 = good 5 = exemplary	
5	10	10	<b>12 Month Objective: 0-100%</b>					
3	3	3	<b>Current Performance: 1-5</b>					
4	4	4	<b>12 Month Objective: 1-5</b>					
<b>Performance Development Strategy</b> – <i>Is this is an area of your job you want to develop? If yes, then you and your manger should complete this section together. Focus your answers around the details described above.</i>			<b>Today's Date:</b> _____ <b>Next Performance Development Meeting :</b> _____					
Why do you want to develop this area of your job?								
Which customer will be affected by this objective?								
How will you contribute toward an organizational goal?								
How will you know you have met your objective?								
What will the rewards be for meeting your objective?								
What tools or resources will you need?								
What are two skills you will be using most?								
Are there any classes that would be useful?								
How will you detect and discuss problems on a regular basis?								
Who will document your progress?								

21999F O*NET Occupational Descriptors <b>MEETING AND CONVENTION PLANNERS</b> ❶				<b>EXPERTISE REQUIRED</b> ❷ Refer to Skills and Abilities Chart for more details.		<b>CONTINUING EDUCATION RECOMMENDATIONS</b> ❸ Refer to Continuing Education Chart for more details.		
Services Provided		Major Activities		Skills	Abilities			
Coordinate activities of staff and convention personnel to make arrangements for group meetings and conventions.		Organize, plan and prioritize Schedule work and activities Coordinate work and activities of others Make decisions and solve problems		Coordination Management of Personnel Resources Problem Identification Speaking Technical Time Management	Oral Expression Oral Comprehension Written Comprehension			
❹ You	❹ Mgr.	❷ Final	<b>TASKS PERFORMED</b> <i>You and your manager complete this section independently. Final results are agreed upon together.</i>	❺ Final	<b>CUSTOMERS SERVICED</b> <i>You and your manager should complete this section together. Establish clear definitions for each customer group.</i>		❻ Final	<b>CONTRIBUTIONS TOWARD ORGANIZATIONAL GOALS</b> <i>You and your manager should complete this section together.</i>
N/A	✓	✓	Consult with customers to determine objectives and requirements for events, such as meetings, conferences, and conventions.	✓	Immediate Work Group: including your manager and other Office Professionals.		✓	Customer Satisfaction
N/A	✓	✓	Direct and coordinate activities of staff and convention personnel to make arrangements, prepare facilities, and provide services for events.	✓	Other Internal: company workers not included in your immediate work group		✓	Personal/Professional Learning and Growth
N/A	✓	✓	Evaluate and select providers of services, such as meeting facilities, speakers, and transportation, according to customer requirements.	✓	External: customers, partners, suppliers			Process Management/Improvement
N/A	✓	✓	Negotiate and administer contracts with suppliers and vendors.	🚩			✓	Financial Results
N/A	✓	✓	Plan and develop programs, budgets, and services, such as lodging, catering, and entertainment, according to customer requirements.	🚩			🚩	
0 <sup>4</sup>	10	10	<b>Current Time Spent: 0-100%</b>	<b>Time Spent Tips</b> <i>Refer to Time Spent Worksheet. Calculate after all 10 descriptors have been reviewed.</i>		<b>Performance Codes</b> 1 = unsatisfactory 2 = marginal 3 = average 4 = good 5 = exemplary		🚩
0	5	5	<b>12 Month Objective: 0-100%</b>					
N/A	4	4	<b>Current Performance: 1-5</b>					
N/A	4	4	<b>12 Month Objective: 1-5</b>					
<b>Performance Development Strategy</b> – <i>Is this is an area of your job you want to develop? If yes, then you and your manger should complete this section together. Focus your answers around the details described above.</i> ❸				🚩 <b>Today's Date:</b> _____ <b>Next Performance Development Meeting :</b> _____				
<b>Why</b> do you want to develop this area of your job?				To continue evaluating and improving processes				
Which <b>customer</b> will be affected by this objective?				Immediate work group				
How will you contribute toward an <b>organizational goal</b> ?				Company will save time and money				
How will you know you have met your objective?				Less backlog of work and I'll be more productive				
What will the <b>rewards</b> be for meeting your objective?				Special luncheon and time off				
What <b>tools</b> or <b>resources</b> will you need?				Project management software, temporary clerical support				
What are two <b>skills</b> you will be using most?				Time management, coordination, judgement and decision making				
Are there any <b>classes</b> that would be useful?				Project management classes, computer applications				
How will you detect and discuss <b>problems</b> on a regular basis?				Monthly 1•1s with manager				
Who will <b>document</b> your progress?				Manager and I				

<sup>4</sup> SME did not think she performed these activities

21999C O*NET Occupational Descriptors EXECUTIVE SECRETARIES AND ADMINISTRATIVE ASSISTANTS ❶				EXPERTISE REQUIRED ❷ Refer to Skills and Abilities Chart for more details.		CONTINUING EDUCATION RECOMMENDATIONS ❸ Refer to Continuing Education Chart for more details.	
Services Provided			Major Activities	Skills	Abilities	Administration and Management Computer Applications Customer and Personal Service	
Aid executive by coordinating office services, such as personnel, budget preparation and control, housekeeping, records control.			Analyze data or information Communicate with other workers Monitor and control resources Perform administrative tasks	Coordination Reading Comprehension Synthesis/Reorganization Technical Time Management Writing	Near Vision Written Comprehension		
❹ You	❹ Mgr.	❷ Final	TASKS PERFORMED <i>You and your manager complete this section independently. Final results are agreed upon together.</i>	❺ Final	CUSTOMERS SERVICED <i>You and your manager should complete this section together. Establish clear definitions for each customer group.</i>	❻ Final	CONTRIBUTIONS TOWARD ORGANIZATIONAL GOALS <i>You and your manager should complete this section together.</i>
✓	N/A	✓	Analyze operating practices and procedures to create new or to revise existing methods.	✓	Immediate Work Group: including your manager and other Office Professionals.	✓	Customer Satisfaction
✓	✓	✓	Coordinate and direct office services, such as records, budget preparation, personnel, housekeeping, to aid executive.	✓	Other Internal: company workers not included in your immediate work group	✓	Personal/Professional Learning and Growth
✓	✓	✓	File and retrieve corporation documents, records, and reports.	✓	External: customers, partners, suppliers	✓	Process Management/Improvement
N/A	N/A	N/A	Prepare records and reports, such as recommendations for solutions of administrative problems and annual reports.				Financial Results
25	10	10	Current Time Spent: 0-100%	<u>Time Spent Tips</u> Refer to <b>Time Spent Worksheet</b> . Calculate after all 10 descriptors have been reviewed.	<u>Performance Codes</u> 1 = unsatisfactory 2 = marginal 3 = average 4 = good 5 = exemplary		
25	10	15	12 Month Objective: 0-100%				
4	3	3	Current Performance: 1-5				
5	4	4	12 Month Objective: 1-5				
<b>Performance Development Strategy</b> – <i>Is this is an area of your job you want to develop? If yes, then you and your manger should complete this section together. Focus your answers around the details described above.</i> ❸				📅 Today's Date: _____ Next Performance Development Meeting : _____			
Why do you want to develop this area of your job?							
Which customer will be affected by this objective?							
How will you contribute toward an organizational goal?							
How will you know you have met your objective?							
What will the rewards be for meeting your objective?							
What tools or resources will you need?							
What are two skills you will be using most?							
How will you detect and discuss problems on a regular basis?							
Who will document your progress?							