



STATE OF NEVADA DEVELOPING WORK PERFORMANCE STANDARDS

Work performance standards are required for all classified positions. The supervisor* is responsible for establishing the initial standards, but standards must be reviewed annually and amended, as appropriate. Employees must be given an opportunity to comment when standards are revised. (NAC 284.468)

The work performance standards form is intended to provide the work performance standards for the following job elements as defined and required for all classified positions pursuant to NAC 284.468:

- Quality of work;
- Quantity of work;
- Work habits;
- Relationships with other persons;
- Taking action independently;
- Meeting work commitments;
- Analyzing situations and materials; and
- Supervising the work of other persons (if supervising the work of other persons is part of the responsibilities of an employee).

Tasks, or minor assignments and responsibilities, are to be included within a broader description of the job elements and responsibilities of the job.

Work performance standards are typically written using one of two methods, a results standard or a behavior-oriented standard.

- Results standards focus on the process for accomplishing results. They typically include quantitative and qualitative measures of what is accomplished. For example:

Answers telephone 95% of the time within the third ring. (Focus on what is to be accomplished)

- Behavior-oriented standards focus on the manner in which results are accomplished.

Clearly answers the telephone following prescribed telephone procedures; demonstrates good telephone demeanor; responds to callers' requests for information or transfers the call to other personnel who can provide assistance. (Focus on how results are to be attained)

Work performance standards may also include elements of both a results standard and a behavior-oriented standard.

Answers the telephone within the third ring; demonstrates good telephone demeanor; and clearly responds to callers' requests for information or transfers the call to other personnel who can provide assistance.

*NOTE: Employee work performance standards are the foundation for a sound employee appraisal process. Employees must know what is expected of them and to what degree they will be held accountable for the standards that have been established for their job. Training on the development of work performance standards is offered on-line through the Division of Human Resource Management. Supervisors are required to complete this training prior to the development of work performance standards.