

CIVILIAN PERFORMANCE PLAN

For use of this form, see AR 690-400, Chapter 430; the proponent agency is DCSPER

PAGE OF PAGES

1. NAME *(Last, First, MI)* AND SSN

Specht, Robert J.

2. NAME AND LOCATION OF EMPLOYING OFFICE

FORT MONMOUTH MORALE, WELFARE AND RECREATION

3. POSITION TITLE AND NUMBER, PAY PLAN, SERIES AND GRADE/LEVEL

FACILITY TECHNICIAN
NF-0301-03 98004

PART II - PERFORMANCE ELEMENTS AND STANDARDS

JOB ELEMENTS <i>a</i>	CE <i>b</i>	PERFORMANCE STANDARDS <i>c</i>
1. Accountability	Y	Ensure strong internal controls are in place, operational and effective to safeguard against loss of revenue and property. Element is exceeded when 0 loss of revenue or property occurs during rating period.
2. Equipment Maintenance	Y	Responsible for ensuring all equipment is in operational condition before issued to customer. Element is exceeded if there are 0 validated customer complaints.
3. Administrative Duties	Y	Responsible for ensuring that all employee time sheets are turned in and initialed each week. Element is exceeded when 0 occurrences are submitted.
4. Customer Service	Y	Ensures patrons enjoy their recreational experience by consistently providing cheerful and professional service with no more than 2 validated customer complaints per rating period. Uses tact, courtesy and sensitivity at all times in providing information and referring customers to proper sources with no more than 2 errors per rating period regarding incorrect information, discourtesy and policies, and coordinates regularly with Team Leader/programmer/external agencies to ensure appropriate communications. Element is exceeded when proactive attitude is demonstrated in proving accurate information to internal/external customer. With no more than 1 validated complaint during rating period.
5. Safety	Y	All employee or customer incidences will be completed according to the SOP within 24 hours. Element is exceeded when there are 0 incidences are reported.
5. Equal Employment Opportunities (EEO)	Y	Support EEO goals and objectives by demonstrating consistent emphasis on EEO Affirmative Action and the avoidance of discrimination with regard to race, sex, religion, national origin, color, age and physical or mental handicap in employees' selection, promotion, training, and other personnel management policies. No more than 1 substantiated complaint per year.

PART III - AUTHENTICATION

	SIGNATURE	DATE	SIGNATURE	DATE
1				
SUPERVISOR				
2				
REVIEWER/ APPROVING OFFICIAL				
3				
EMPLOYEE*				