

# Washtenaw ISD Office Professionals (v.2022)

## Domain 1: Planning/Preparation/Service Delivery

1a- Demonstrating knowledge of the specific school/program/depart-ment responsibilities.

### Ineffective

OP demonstrates little to no knowledge of specific responsibilities.

### Minimally Effective

OP demonstrates little knowledge of responsibilities but actively seeks support in learning these responsibilities.

### Effective

OP demonstrates significant knowledge of responsibilities and actively seeks support in new learning.

### Highly Effective

OP demonstrates significant knowledge of responsibilities and actively seeks support in new learning and is a known and sought out resource to other OPs and other team members within your department.

1b- Demonstrating knowledge of resources within and beyond the organization (i.e. software vendors, hardware vendors, school supply vendors, district contacts, purchase/bidding/price lists, flow of contacts intra-agency, community mental health, local transportation contacts)

### Ineffective

OP demonstrates little to no knowledge of resources within and beyond the organization.

### Minimally Effective

OP demonstrates little knowledge of resources but actively seeks support in learning the available resources within and outside the district.

### Effective

OP demonstrates significant knowledge of resources within and outside of the district and actively seeks additional resources.

### Highly Effective

OP demonstrates significant knowledge of resources and actively seeks support in new learning.  
  
The OP actively shares resources with other OPs and team members.

1c- Demonstrating initiative, self-direction, motivation

### Ineffective

OP demonstrates little to no initiative, self-direction nor motivation. The OP needs constant supervision/direction to complete tasks.

OP does not actively seek support

### Minimally Effective

OP demonstrates some initiative, self-direction and/or motivation.

The OP needs consistent and on-going support/direction to complete tasks.

### Effective

OP demonstrates initiative, self-direction and motivation.

Minimal supervision is required.

### Highly Effective

OP demonstrates initiative, self-direction and motivation.

OP actively seeks out and engages in new projects, processes, responsibilities.

from the team/supervisor.

OP knows when to seek out supervision based on their need.

Understands the needs for collaboration for projects.

#### 1d- Ordering and distribution of supplies/materials/services.

##### **Ineffective**

OP demonstrates little to no knowledge of the process of ordering/distribution and/or no regard for the need for supplies.

##### **Minimally Effective**

OP demonstrates minimal knowledge of the process of ordering/distribution and/or is not clear how to determine the need for supplies.

##### **Effective**

OP demonstrates effective knowledge of the process of ordering/distribution and has a clear process for determining the proper inventory of supplies and gauges usage to effectively utilize budgetary funds.

##### **Highly Effective**

OP demonstrates exceptional knowledge and implementation of the processes of ordering/ distribution and has a clear process for determining the proper inventory of supplies and gauges usage to effectively utilize budgetary funds.

#### 1e Prepare, receive and distribute correspondence

##### **Ineffective**

OP demonstrates little to no knowledge or proper procedures of how to prepare, receive and distribute correspondence.

##### **Minimally Effective**

OP demonstrates minimal knowledge of proper procedures related to preparing, receiving and distributing correspondence.

##### **Effective**

OP demonstrates effective knowledge of proper procedures related to preparing, receiving and distributing correspondence.

Has a clear process in place within the building or department.

##### **Highly Effective**

OP demonstrates exceptional knowledge of proper procedures related to initiating, preparing, receiving and distributing correspondence.

Has a clear process in place that is beneficial for the entire organization or to help other team members within the agency.

#### 1f- Engaging in proactive problem-solving with tasks, teams, and families where appropriate.

##### **Ineffective**

OP demonstrates little to no knowledge of the process of ordering/distribution and/or no regard for the need for supplies.

##### **Minimally Effective**

OP demonstrates minimal knowledge of the process of ordering/distribution and/or is not clear how to determine the need for supplies.

##### **Effective**

OP demonstrates effective knowledge of the process of ordering/distribution and has a clear process for determining the proper inventory of supplies and gauges usage to effectively utilize budgetary funds.

##### **Highly Effective**

OP demonstrates exceptional knowledge and implementation of the processes of ordering/ distribution and has a clear process for determining the proper inventory of supplies and gauges usage to effectively utilize budgetary funds.

OP demonstrates little to no problem solving engagement in regards to tasks, team and families.

OP demonstrates minimal problem solving engagement in regards to tasks, team and families.

OP demonstrates proactive problem solving engagement in regards to tasks, team and families.

OP demonstrates proactive problem solving engagement in regards to tasks, team and families.  
  
Shares and facilitates problem solving solutions with others.

1g- Establishing and maintaining norms of office efficiency

**Ineffective**

OP demonstrates little to no knowledge to establish and maintain the office efficiently.

**Minimally Effective**

OP demonstrates minimal knowledge to establish and maintain the office efficiently.

**Effective**

OP demonstrates the requisite knowledge and skills to establish and maintain the office efficiently.

**Highly Effective**

OP demonstrates effective knowledge to establish and maintain the office efficiently.  
  
Creates or suggests new norms that increase efficiency within the office.

1h- Coaching and modeling WISD processes and procedures with team members.

**Ineffective**

OP demonstrates little to no knowledge of coaching or modeling skills needed to share processes and procedures with team members within the building or department.

**Minimally Effective**

OP demonstrates minimal knowledge of coaching or modeling skills needed to share processes and procedures with team members within the building or department.

**Effective**

OP demonstrates effective knowledge of coaching or modeling skills needed to share processes and procedures with team members within the building or department.

**Highly Effective**

OP demonstrates effective knowledge of coaching or modeling skills needed to share processes and procedures with team members within the building or department.  
  
Coaching and modeling extends to ALL stakeholders (including all WISD and the public).

**Domain 2: The Office Environment**

2a- Creating an environment of trust, respect and rapport for all stakeholders

**Ineffective**

OP demonstrates little to no knowledge of coaching or modeling skills needed to share processes and procedures with team members within the building or department.

**Minimally Effective**

OP demonstrates minimal knowledge of coaching or modeling skills needed to share processes and procedures with team members within the building or department.

**Effective**

OP demonstrates effective knowledge of coaching or modeling skills needed to share processes and procedures with team members within the building or department.

**Highly Effective**

OP demonstrates effective knowledge of coaching or modeling skills needed to share processes and procedures with team members within the building or department.

Patterns of interactions with stakeholders are mostly negative, inappropriate, or insensitive to others.

Staff interactions are characterized by sarcasm, put-downs, or conflict.

Patterns of interactions with stakeholders are generally appropriate but may reflect occasional inconsistencies.

Interactions are neutral, conveying neither warmth nor conflict.

Staff interactions are friendly and demonstrate general caring and respect.

Interactions are polite, respectful, and business-like.

Interactions between the OP and stakeholders are highly respectful, reflecting genuine warmth and caring.

The net result is an environment where all staff feel valued and are comfortable asking for support.

## 2b- Demonstrating an understanding of the importance of equity, inclusion and social justice.

Ineffective

Minimally Effective

Effective

Highly Effective

## 2c Engaging with EISJ principles, OP positively impacts the outcomes for students, families and the communities we serve.

Ineffective

Minimally Effective

Effective

Highly Effective

## 2d- Maintaining professional relationships

### **Ineffective**

OP demonstrates dishonesty/lack of engagement in interactions with colleagues and stakeholders and/or relationships are self-serving.

OP does not comply with school/district regulations.

### **Minimally Effective**

OP demonstrates honesty in interactions with colleagues and stakeholders and interaction attempts are inconsistent.

OP must be reminded by supervisors about complying with school/district regulations.

### **Effective**

OP demonstrates high standards of honesty, integrity and confidentiality in interactions with colleagues and stakeholders.

The OP maintains an open mind in team or departmental decision making and complies fully with school and district regulations.

### **Highly Effective**

The OP can be counted on to hold the highest standards of honesty, integrity, and confidentiality and takes a leadership role with colleagues.

The OP takes a leadership role in team or departmental decision making and helps ensure that such decisions are based on the highest professional standards.

The OP complies fully with school and district regulations, taking a leadership role with colleagues.

## 2e- Organizing the physical office space

### **Ineffective**

The office environment is not well

### **Minimally Effective**

The office environment is moderately

### **Effective**

The office environment is well

### **Highly Effective**

The office environment is

The office environment is not well organized.  
Resources are inaccessible or difficult to access.

The office environment is moderately organized.  
A minimal amount of required resources are available.

The office environment is well organized.  
Resources are available when requested.

The office environment is exceptionally organized.  
Resources are readily available for staff as needed.

2f- Managing office procedures/processes for efficiency and effectiveness

**Ineffective**  
Productivity is lost due to inefficient office routines and procedures. There is little or no evidence of the OPs handling of materials and supplies effectively.  
There is little evidence that the OP knows or follows established routines.

**Minimally Effective**  
The OP is minimally efficient with office routines and procedures.  
There is some evidence of the OPs handling of materials and supplies effectively.  
The OP knows or follows some established routines.

**Effective**  
The OP is efficient with office routines and procedures.  
The OP handles materials and supplies effectively.  
The OP knows or follows established routines.

**Highly Effective**  
The OP is highly efficient with office routines and procedures, and the handling of materials and supplies.  
The OP seeks to improve routines and procedures.

**Domain 3: Professional Responsibilities**

3a- Quality of work production

**Ineffective**  
OP's work requires consistent correction and oversight.

**Minimally Effective**  
OP's work requires some correction and oversight.

**Effective**  
OP's work is consistently satisfactory with minimal errors

**Highly Effective**  
OP's work is consistently accurate and without error.  
Their work is a model for other OPs and team members.

3b- Timeliness of work production

**Ineffective**  
OP does not meet required deadlines.

**Minimally Effective**  
OP meets deadlines only with prompting and supervision.

**Effective**  
OP meets all required deadlines and seeks collaboration as needed.

**Highly Effective**  
OP meets all required deadlines independently and serves as a model

to other OP's and team members.

### 3c- Dependability/Reliability

#### Ineffective

OP has excessive absences and/or is often late for work and/or other scheduled responsibilities causing others to start and/or complete their tasks.

#### Minimally Effective

OP has frequent absences and/or is late for work and/or other scheduled responsibilities causing others to start and/or complete their tasks.

#### Effective

OP has good attendance and reports promptly to work and other scheduled responsibilities.

OP is dependable and reliable.

#### Highly Effective

OP has an exceptional attendance record and is prompt to work and other scheduled responsibilities.

OP is always dependable and can be relied upon for last minute tasks.

### 3d- Maintaining accurate records

#### Ineffective

OP does not maintain accurate records and has a high level of errors.

#### Minimally Effective

OP attempts to maintain accurate records, but continues to have consistent errors.

#### Effective

OP maintains accurate records with few errors and is effectively organized.

#### Highly Effective

OP maintains accurate records with little to no errors and is highly organized.

OP seeks to improve record keeping processes.

### 3e- Effective communication with all stakeholders

#### Ineffective

OP lacks effective communication skills.

#### Minimally Effective

OP attempts to communicate effectively with stakeholders, but needs consistent feedback.

#### Effective

OP communicates effectively with stakeholders.

#### Highly Effective

OP always communicates effectively with stakeholders and assists others in communicating with appropriate stakeholders.

### 3f- Participating in professional communities (i.e. Coffee Moments, PSSP meetings, collaboration around department projects/process, district-wide non-mandatory meetings, sharing learnings with other department members)

#### Ineffective

#### Minimally

#### Effective

#### Highly

	<b>Effective</b>		<b>Effective</b>
OP does not participate in professional communities.	OP occasionally participates in professional communities with administrative prompting.	OP participates often in professional communities.	OP always participates in professional communities and seeks more opportunities and is available to share knowledge learned with others.

3g- Growing and developing professionally (i.e. attending district provided PDs, engaging in EISJ PDs, areas of growth/goal PDs)

<b>Ineffective</b>	<b>Minimally Effective</b>	<b>Effective</b>	<b>Highly Effective</b>
OP does not seek opportunities for growth and development in their position.	OP occasionally seeks opportunities for growth and development in their positions with administrative prompting.	OP understands the need to seek opportunities for professional growth and development	OP understands the need and actively seeks opportunities for professional growth and development and supports other team members in their own professional growth and development.

3h- Understanding and accessing all district technology and software to support the work of the OP and the departments they serve.

<b>Ineffective</b>	<b>Minimally Effective</b>	<b>Effective</b>	<b>Highly Effective</b>
OP has limited understanding of district technology and software of their department and seeks little to no support in their learning.	OP has an emerging understanding of district technology and software of their department and seeks support in their learning.	OP understands and has the ability to access all district technology and software to support the work of their department.	OP has advanced understanding and abilities of all district technology and software to support the work of their department and actively works to make processes more efficient.  Has the ability to troubleshoot and provide support for their team members and other OPs.