STATE OF NEVADA
EMPLOYEE WORK PERFORMANCE STANDARDS FORM

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<tr>
<th>Employee Last Name:</th>
<th>First Name:</th>
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<tr>
<th>Class Title:</th>
<th>Employee ID #:</th>
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<tbody>
<tr>
<td>Executive Assistant</td>
<td>Date Standards Est/Rev:</td>
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<tr>
<td>Office of Information Technology</td>
<td>January 24, 2020</td>
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<tr>
<th>Agency # (3 digits):</th>
<th>Home Org # (4 digits):</th>
<th>Position Control #:</th>
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<tr>
<td>270</td>
<td>UNLV</td>
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I have read and understand the work performance standards for this position. I understand these standards may be modified after discussion with my immediate supervisor and with the concurrence of the appointing authority.

Employee Signature: Date:

Supervisor Title & Signature: Date:

Reviewing Officer Title & Signature: Date:

Appointing Authority Title & Signature: Date:

JOB ELEMENTS: The following are defined as the “job elements” required for all classified positions pursuant to NAC 284.468. When creating work performance standards, consider the results or behavior, or both, expected of an employee when the job elements are performed exceedingly well, satisfactorily or unsatisfactorily under current working conditions. Additional pages may be attached.

QUALITY OF WORK:

Exceeds Standards
- Stays abreast of the changing needs of the Office of the Vice Provost for Information Technology (VPIT). Introduces new administrative processes to meet the needs and increase efficiency.
- Demonstrates the ability to complete complex administrative tasks including: managing the calendar of the VPIT, arranging complex meetings, overseeing the host budget and host-related processes, and facilitating the administrative work needed to support campus IT governance committees accurately and in a timely manner.
- Serves as a resource for others in the Office of Information Technology seeking guidance on the application of campus and university administrative policies, procedures, and processes.

Meets Standards
- With minimum supervision is able to arrange complex meetings and facilitate the administrative work needed to support campus IT governance committees.
- Demonstrates the range of skills and knowledge necessary to manage the calendar of the VPIT, oversee the host budget, and implement host-related processes.
- Has a good understanding of and ability to apply the basic administrative policies, procedures, and processes utilized within the Office of Information Technology.

Does Not Meet Standards
- Is not able to arrange complex meetings and facilitate the administrative work needed to support campus IT governance committees in an accurate and timely manner.
- Requires supervisory oversight to manage the calendar of the VPIT, oversee the host budget, and implement host-related processes accurately.
- Does not demonstrate a good understanding of or the ability to apply the basic administrative policies, procedures, and processes utilized within the Office of Information Technology.

QUANTITY OF WORK:

Exceeds Standards
- Is able to complete an exceedingly high volume of complex administrative work.
- Within level of authority, demonstrates ability to appropriately prioritize time-sensitive tasks including: calendar management, meeting requests and coordination, actions requiring VPIT authorization.

Meets Standards
- Is able to complete an acceptable volume of complex administrative work.
- Completes time-sensitive tasks including: calendar management, meeting requests and coordination, actions requiring VPIT authorization, based on established priorities.

Does Not Meet Standards
● Is not able to complete an acceptable volume of complex administrative work.
● Does not complete time-sensitive tasks including: calendar management, meeting requests and coordination, actions requiring VPIT authorization, based on established priorities.

WORK HABITS:
Exceeds Standards
● Effectively uses the productivity tools utilized in the Office of the VPIT including: G Suite, WebEx, Microsoft Office Productivity Tools, Smartsheets, and Slack. Continuously assesses work methods for improvement.
● Exhibits proficient time management and effective organizational skills.
● Follows established policies and procedures related to IT security, data confidentiality, and workplace safety. Provides recommended changes to policy owners, as appropriate.

Meets Standards
● Effectively uses the productivity tools utilized in the Office of the VPIT including: G Suite, WebEx, Microsoft Office Productivity Tools, Smartsheets, and Slack.
● Exhibits acceptable time management and effective organizational skills.
● Follows established policies and procedures related to IT security, data confidentiality, and workplace safety.

Does Not Meet Standards
● Fails to demonstrate effective use of productivity tools utilized in the Office of the VPIT including: G Suite, WebEx, Microsoft Office Productivity Tools, Smartsheets, and Slack.
● Fails to exhibit acceptable time management and effective organizational skills.
● Does not follow established policies and procedures related to IT security, data confidentiality, and workplace safety.

RELATIONSHIPS WITH OTHER PERSONS:
Exceeds Standards
● Is able to engage in and actively contribute to discussions among individuals within the Office of Information Technology and to translate position-specific information to individuals both within and outside the unit.
● Collaborates with members of NSHE, university leadership offices, student leadership, campus service providers (e.g., catering, event center room scheduling), OIT Staff at all levels, vendors, visitors, and community partners to communicate complex information, address immediate issues, solve multifaceted problems, and anticipate future challenges.
● Resolves minor conflicts in a positive and constructive manner. Appropriately escalates unresolved issues.

Meets Standards
● Works well with others in a respectful, calm, and courteous manner.
● Collaborates with members of NSHE, university leadership offices, student leadership, campus service providers (e.g., catering, event center room scheduling), OIT Staff at all levels, vendors, visitors, and community partners to communicate knowledge and new information; address immediate issues, and find solutions to problems.
● Responds to requests for information, assistance, and feedback in a timely manner.

Does Not Meet Standards
● Does not work well with others in a respectful, calm, and courteous manner.
● Fails to collaborate with members of NSHE, university leadership offices, student leadership, campus service providers (e.g., catering, event center room scheduling), OIT Staff at all levels, vendors, visitors, and community partners to communicate knowledge and new information; address immediate issues, and find solutions to problems.
● Does not respond to requests for information, assistance, and feedback in a timely manner.

TAKING ACTION INDEPENDENTLY:
Exceeds Standards
● Identifies trends and issues that may impact the Office of the VPIT and recommends appropriate strategies for change.
● Resolves problems with little or no assistance.
● Seeks new methods for triaging daily requests, delegating responses to requests for information, managing (e.g., filtering, deleting, organizing, responding) the email of the VPIT with appropriate independence.

Meets Standards
● Recommends enhancements and identifies issues that may impact the Office of the VPIT and informs supervisor.
● Resolves problems with guidance from supervisor.
● Demonstrates initiative in making agreed-upon work improvements.

Does Not Meet Standards
● Fails to identify any enhancements and/or report any issues that may impact the Office of the VPIT.
● Takes no initiative to help resolve problems identified by supervisor.
● Fails to participate in making agreed-upon work improvements.
MEETING WORK COMMITMENTS:

**Exceeds Standards**
- Models reliability, meets and often exceeds deadlines, and completes complex work assignments in an accurate and timely manner.
- Follows established policies and procedures, identifies possible gaps, and recommends changes.
- Models behaviors consistent with the REBELS Way and the core values of OIT.

**Meets Standards**
- Demonstrates reliability, effectively meets deadlines, and provides timely reminders and follow-up on assigned issues, projects, and tasks.
- Follows established policies and procedures.
- Exhibits behaviors consistent with the REBELS Way and the core values of OIT.

**Does Not Meet Standards**
- Is not reliable, fails to meet deadlines, and does not provide timely reminders and follow-up on assigned issues, projects, and tasks.
- Does not follow established policies and procedures.
- Exhibits behaviors that are not consistent with the REBELS Way and the core values of OIT.

ANALYZING SITUATIONS AND MATERIALS:

**Exceeds Standards**
- Applies appropriate tools, data, and techniques to diagnose, resolve, and prevent problems that arise in the course of meeting the responsibilities of an Executive Assistant in the Office of VPIT.
- Uses advanced knowledge to recommend new and emerging solutions to meet evolving needs within the Office of the VPIT.
- Employs good judgment, tact, and diplomacy when dealing with sensitive matters; helps keep issues from escalating.

**Meets Standards**
- Applies appropriate tools, data, and techniques to diagnose and resolve matters that arise in the course of meeting the responsibilities of an Executive Assistant in the Office of VPIT.
- Effectively uses knowledge, experience, and available resources to find solutions to meet Office of the VPIT needs.
- Demonstrates good judgment when resolving problems. Knows when to escalate matters to a supervisor and does so appropriately.

**Does Not Meet Standards**
- Fails to apply appropriate tools, data, and techniques to diagnose and resolve matters that arise in the course of meeting the responsibilities of an Executive Assistant in the Office of VPIT.
- Does not effectively use knowledge, experience, and available resources to find solutions to meet Office of the VPIT needs.
- Fails to demonstrate good judgment when resolving problems. Does not know when to escalate matters to a supervisor and fails to do so appropriately.

SUPERVISING THE WORK OF OTHER PERSONS (if supervising the work of other persons is part of an employee’s responsibilities):

**Exceeds Standards**
- Provides guidance for staff in the Office of VPIT that inspires and encourages individuals to reflect OIT core values and the REBELS Way in the provision of day-to-day services and in their workplace relationships.
- With minimal input from the VPIT, provides project oversight and effectively guides team members in task and project prioritization.
- With minimal input from the VPIT, serves as a mentor, provides staff training opportunities, and prepares staff evaluations and related personnel actions (e.g., reclassification, student employee raise) accurately and in a timely manner.

**Meets Standards**
- Provides day-to-day guidance for individuals in the Office of VPIT to ensure staff cohesion, effective unit administration, adherence to all applicable state personnel regulations, and workplace safety.
- In consultation with the VPIT, effectively guides team members in task and project prioritization.
- In conjunction with the VPIT, provides staff training opportunities and prepare staff evaluations and related personnel actions (e.g., reclassification, student employee raise) accurately and in a timely manner.

**Does Not Meet Standards**
- Fails to provide day-to-day guidance for individuals in the Office of VPIT, thereby negatively impacting staff cohesion, effective unit administration, adherence to all applicable state personnel regulations, and workplace safety.
- Does not effectively guide team members in task and project prioritization even with supervisory consultation from the PUT IN VPIT.
- Fails to provide staff training opportunities and prepare staff evaluations and related personnel actions (e.g., reclassification, student employee raise) accurately and in a timely manner even with supervisory consultation from the VPIT.