Performance Standards and Evaluation Criteria:
School Board Staff Assistant

Part 1: Introduction

School Board Staff Assistants are employees of Fairfax County Public Schools. The School Board Staff Assistant plays a vital role in supporting the work of the School Board Member to whom they are assigned by providing administrative, research, communication, and constituent service support. The Staff Assistant ensures efficient operations, effective communication, and timely follow-up on their School Board Member's activities and directives.

This evaluation framework provides a structured process for assessing the Staff Assistant's performance in alignment with the essential duties outlined in the official job description. The system balances structure with flexibility, encourages accountability, and supports continuous growth and development through meaningful feedback.

The expectations for professional performance are defined using a two-tiered approach of performance standards and performance indicators. Performance standards define the criteria expected when the Staff Assistant performs major duties. Performance indicators provide examples of observable, tangible behaviors that indicate the degree to which the Staff Assistant is meeting each standard. Performance ratings are made at the performance standard level, not at the indicator level.

Part 2: Performance Standards, Indicators, and Rubric

The following performance standards define the criteria expected when the School Board Staff Assistant performs their major duties. Each includes performance indicators and a performance rubric describing levels of performance.

Standard 1: Administrative and Office Support

The Staff Assistant provides effective administrative and clerical support to ensure efficient daily operations of their School Board Member's office.

Performance Indicators (Sample)

1.1. Manages correspondence, filing systems, and records with accuracy and confidentiality.
1.2. Prepares agendas, packets, and briefing materials for meetings in a timely manner.
1.3. Coordinates scheduling, travel, and reimbursements for their School Board Member as assigned.
1.4. Monitors deadlines and ensures the timely completion of assigned administrative tasks.

1.5. Supports preparation of presentations, reports, and documents with accuracy and attention to detail.

Performance Rubric (Sample)

- **Highly Effective:** In addition to meeting the requirements for Effective, the Staff Assistant provides administrative and clerical support to ensure efficient daily operations of their School Board Member's office at a level that exceeds expectations, consistently anticipating needs and serving as a role model for peers.
- **Effective:** The Staff Assistant provides administrative and clerical support to ensure efficient daily operations of their School Board Member's office as expected, ensuring reliable and professional performance aligned with their School Board Member's priorities.
- **Approaching Effective:** The Staff Assistant is inconsistent in providing administrative and clerical support to ensure efficient daily operations of their School Board Member's office, occasionally resulting in gaps, delays, or reduced effectiveness.
- **Ineffective:** The Staff Assistant fails to provide administrative and clerical support to ensure efficient daily operations of their School Board Member's office, resulting in persistent problems, unmet expectations, or noncompliance.

Standard 2: Constituent Services and Communication

The Staff Assistant responds to constituent inquiries and manages communications in a timely, professional, and accurate manner.

Performance Indicators (Sample)

2.1 Responds promptly to phone calls, emails, and letters from constituents with clear and accurate information.
2.2 Tracks and follows up on constituent concerns and issues to ensure resolution.
2.3 Drafts correspondence and talking points for their School Board Member's review and approval.
2.4 Maintains positive and professional relationships with families, staff, and community members.
2.5 Ensures that all communication reflects the Board's values of equity, inclusivity, and transparency.

Performance Rubric (Sample)

- **Highly Effective:** In addition to meeting the requirements for Effective, the Staff Assistant responds to constituent inquiries and manages communications in a timely, professional, and accurate manner at a level that exceeds expectations, consistently anticipating needs and serving as a role model for peers.
- **Effective:** The Staff Assistant responds to constituent inquiries and manages communications in a timely, professional, and accurate manner as expected,

ensuring reliable and professional performance aligned with their School Board Member's priorities.
- **Approaching Effective:** The Staff Assistant is inconsistent in responding to constituent inquiries or managing communications in a timely, professional, and accurate manner, occasionally resulting in gaps, delays, or reduced effectiveness.
- **Ineffective:** The Staff Assistant fails to respond to constituent inquiries or manage communications in a timely, professional, and accurate manner, resulting in persistent problems, unmet expectations, or noncompliance.

Standard 3: Research and Policy Support

The Staff Assistant conducts research, gathers information, and prepares materials to support their School Board Member's decision-making.

Performance Indicators (Sample)

3.1 Researches issues, policies, and initiatives as assigned, ensuring accuracy and completeness.
3.2 Summarizes information into concise reports or memos for their School Board Member's use.
3.3 Prepares background and other materials for meetings, hearings, or events.
3.4 Tracks emerging issues relevant to their School Board Member's priorities.
3.5 Coordinates with other staff to ensure accuracy and consistency of information provided.

Performance Rubric (Sample)

- **Highly Effective:** In addition to meeting the requirements for Effective, the Staff Assistant conducts research, gathers information, and prepares materials to support their School Board Member's decision-making at a level that exceeds expectations, consistently anticipating needs and providing actionable insights.
- **Effective:** The Staff Assistant conducts research, gathers information, and prepares materials to support their School Board Member's decision-making as expected, ensuring reliable and accurate performance aligned with their School Board Member's priorities.
- **Approaching Effective:** The Staff Assistant is inconsistent in conducting research, gathering information, or preparing materials to support decision-making, occasionally resulting in incomplete or delayed outputs.
- **Ineffective:** The Staff Assistant fails to conduct research, gather information, or prepare materials to support decision-making, resulting in persistent problems, unmet expectations, or noncompliance.

Standard 4: Board Member Support and Liaison

The Staff Assistant assists with planning, coordinating, and supporting their School Board Member's meetings, hearings, and community events.

Performance Indicators (Sample)

4.1 Schedules and coordinates their School Board Member's meetings, hearings, and events in collaboration with other staff.
4.2 Prepares agendas, minutes, and documentation for meetings as requested by their School Board Member.
4.3 Assists in organizing logistics for their School Board Member's community meetings and forums.
4.4 Provides on-site support at their School Board Member's meetings and events to ensure smooth execution.
4.5 Follows up on action items resulting from meetings or events.

Performance Rubric (Sample)

- **Highly Effective:** In addition to meeting the requirements for Effective, the Staff Assistant assists with planning, coordinating, and supporting meetings, hearings, and community events at a level that exceeds expectations, ensuring seamless execution and anticipating needs.
- **Effective:** The Staff Assistant assists with planning, coordinating, and supporting meetings, hearings, and community events as expected, ensuring reliable, professional execution.
- **Approaching Effective:** The Staff Assistant is inconsistent in assisting with planning, coordination, or support for meetings, hearings, or community events, which occasionally results in logistical gaps, delays, or reduced effectiveness.
- **Ineffective:** The Staff Assistant fails to assist with planning, coordinating, or supporting meetings, hearings, or community events, resulting in persistent problems, unmet expectations, or noncompliance.

Standard 5: Project and Initiative Management

The Staff Assistant supports special projects and initiatives aligned with their School Board Member's priorities.

Performance Indicators (Sample)

5.1 Assists with planning, tracking, and reporting on projects or initiatives as assigned.
5.2 Monitors timelines, deliverables, and milestones to ensure successful completion.
5.3 Prepares updates or reports on project progress for their School Board member.
5.4 Collaborates with colleagues and stakeholders to ensure project success.

Performance Rubric (Sample)

- **Highly Effective:** In addition to meeting the requirements for Effective, the Staff Assistant supports special projects and initiatives aligned with their School Board Member's priorities at a level that exceeds expectations, consistently ensuring timely completion, high-quality outcomes, and effective collaboration.

- **Effective:** The Staff Assistant supports special projects and initiatives aligned with their School Board Member's priorities as expected, ensuring reliable and professional performance.
- **Approaching Effective:** The Staff Assistant is inconsistent in supporting special projects and initiatives, occasionally resulting in missed deadlines, incomplete deliverables, or reduced effectiveness.
- **Ineffective:** The Staff Assistant fails to support special projects and initiatives, resulting in persistent problems, unmet expectations, or noncompliance.

Standard 6: Professionalism

The Staff Assistant demonstrates ethical behavior, confidentiality, professionalism, and effective communication under pressure.

Performance Indicators (Sample)

6.1 Demonstrates integrity, discretion, and ethical conduct in all activities.
6.2 Respects and maintains confidentiality of sensitive information and materials.
6.3 Manages time effectively, meeting deadlines and handling multiple priorities under pressure.
6.4 Engages in professional development to enhance knowledge and skills.
6.5 Communicates clearly, respectfully, and effectively with diverse stakeholders.

Performance Rubric (Sample)

- **Highly Effective:** In addition to meeting the requirements for Effective, the Staff Assistant demonstrates ethical behavior, confidentiality, and professionalism; maintains knowledge of governance and policy issues, and communicates effectively under pressure at a level that exceeds expectations, consistently anticipating needs and serving as a role model for peers.
- **Effective:** The Staff Assistant demonstrates ethical behavior, confidentiality, and professionalism; maintains knowledge of governance and policy issues; and communicates effectively under pressure as expected, ensuring reliable and professional performance.
- **Approaching Effective:** The Staff Assistant is inconsistent in demonstrating ethical behavior, confidentiality, professionalism, knowledge of governance and policy issues, or effective communication under pressure, occasionally resulting in gaps, delays, or reduced effectiveness.
- **Ineffective:** The Staff Assistant fails to demonstrate ethical behavior, confidentiality, professionalism, knowledge of governance and policy issues, or effective communication under pressure, resulting in persistent problems, unmet expectations, or noncompliance.

Part 3: Documenting Performance

To aid in conducting a comprehensive evaluation, and at their School Board Member's discretion, the Staff Assistant's performance can be documented using multiple sources (e.g., self-evaluations, records of completed tasks, direct feedback from their School Board Member, samples of completed projects, etc.).

Part 4: Self-Evaluation

The School Board Staff Assistant will use this form annually to reflect on the effectiveness and adequacy of practice based on each performance standard.

Staff Assistant's Name:_____ Date: _____

School Year: _____

1. Administrative and Office Support: Administrative and Office Support: The Staff Assistant provides effective administrative and clerical support to ensure efficient daily operations of the School Board Office.

- Areas of strength:
- Areas needing work/strategies for improving performance:

2. Constituent Services and Communication: The Staff Assistant responds to constituent inquiries and manages communications in a timely, professional, and accurate manner.

- Areas of strength:
- Areas needing work/strategies for improving performance:

3. Research and Policy Support: The Staff Assistant conducts research, gathers information, and prepares materials to support Board member decision-making.

- Areas of strength:
- Areas needing work/strategies for improving performance:

4. Meeting and Event Support: The Staff Assistant assists with planning, coordinating, and supporting their School Board Member's meetings, hearings, and community events

- Areas of strength:
- Areas needing work/strategies for improving performance:

5. Project and Initiative Management: The Staff Assistant supports special projects and initiatives aligned with their School Board Member's priorities.

- Areas of strength:
- Areas needing work/strategies for improving performance:

6. Professionalism: The Staff Assistant demonstrates ethical behavior, confidentiality, professionalism, and effective communication under pressure.

- Areas of strength:
- Areas needing work/strategies for improving performance:

Part 5: Summative Evaluation

At the conclusion of each evaluation cycle, the Staff Assistant will receive their School Board Member's evaluation of their performance across each individual standard, as well as a single rating across all standards representing the Staff Assistant's summative performance. The School Board Member will coordinate the evaluation with the FCPS Department of Human Resources. These evaluations may vary by School Board Member, driven by their unique expectations and management style. Ratings for individual standards will be Highly Effective (4 points), Effective (3 points), Approaching Effective (2 points), or Ineffective (1 point). The overall rating will be Highly Effective, Effective, Approaching Effective, or Ineffective, using the following range of overall scores:

Rating	Range
Highly Effective	21-24
Effective	18-20
Approaching Effective	12-17
Inffective	06-11

Sample Calculations for Staff Assistant's Performance Evaluation:

Standard	Rating	Points
Standard 1	Highly Effective	4
Standard 2	Effective	3
Standard 3	Effective	3

Standard 4	Effective	3
Standard 5	Highly Effective	4
Standard 6	Approaching Effective	2
Overall Rating	**Effective**	**19**

Recommended for Continued Employment: ☐ Yes ☐ No