



NASDA Supervisor Performance Metric Indicators

TRAINING PERFORMANCE

1. Effectively trained new enumerators
2. Provided pre-survey training
3. Assisted with survey workshops
4. Provided field/office training

Unsatisfactory	Needs Improvement	Effective	Highly Effective	Exceptional
<ul style="list-style-type: none"> • Does not effectively train new enumerators • Does not provide any pre-survey training to Enumerators • Does not assist or help NASS with survey workshops • Does not provide field/office training to Enumerators 	<ul style="list-style-type: none"> • Rarely trains new enumerators effectively • Rarely provides any pre-survey training to Enumerators • Rarely assists or helps NASS staff with survey workshops. • Rarely provided field/office training to Enumerators 	<ul style="list-style-type: none"> • Trained new enumerators adequately • Provided pre-survey training to NASDA Enumerators • Assisted or helped NASS staff with survey workshops • Provided field/office training to Enumerators 	<ul style="list-style-type: none"> • Successfully trained and on-boarded new enumerators. • Provided very efficient pre-survey training to NASDA Enumerators • Always assisted or helped NASS staff with survey workshops. • Provided very effective field/office training to Enumerators 	<ul style="list-style-type: none"> • Successfully trained and on-boarded new enumerators • Provided outstanding pre-survey training to NASDA Enumerators • Always assisted or helped NASS staff with survey workshops and went above and beyond normal required duties • Provided outstanding field/office training to Enumerators

Accountability

1. Reviewed NASDA time sheets for accuracy and verifications
2. Maintained sufficient staff for all survey work
3. Monitored Enumerator availability to work
4. Monitored Enumerators hours
5. Distributed work assignments fairly
6. Reviewed completed work
7. Maintained work-flow schedule and communicated with NASS on work-flow
8. Available to NASDA and NASS staff
9. Monitored interviewing techniques
10. Provided constructive feedback to Enumerators
11. Completed quality assurance
12. Followed NASDA and NASS policy and procedures
13. Completed Enumerator Evaluations
14. Promotion paper work was submitted to NASS in a timely manner

Unsatisfactory	Needs Improvement	Effective	Highly Effective	Exceptional
<ul style="list-style-type: none"> • Did not review NASDA time sheets for accuracy and that all enumerators verified each pay period. • Did not maintain sufficient staff for all survey work causing work to not be completed • Scheduled work for Enumerators who were not available to work • Allowed Enumerators to work over 375/QRT 	<ul style="list-style-type: none"> • Rarely reviewed NASDA time sheets for accuracy and that all enumerators verified each pay period. • Rarely maintained sufficient staff for all survey work causing work to not be completed • Frequently schedule work for Enumerators who were not available to work • Frequently allowed Enumerators to work 	<ul style="list-style-type: none"> • Reviewed NASDA time sheets for accuracy and checked all enumerators verified their time sheets • Maintained sufficient staff for all survey work • Monitored Enumerator availability to work • Monitored Enumerators hours • Distributed work assignments fairly • Reviewed completed 	<ul style="list-style-type: none"> • Reviewed NASDA times sheets and rarely were there errors after the Supervisor approved them and all Enumerators had verified their time sheet. • Maintained a well-qualified staff for survey work • Always monitored Enumerator availability to work • Always monitored 	<ul style="list-style-type: none"> • Time sheets are always reviewed for errors and verifications and usually have no mistakes when sent to NASDA Coordinators. • Supervisor hires and maintains well qualified staff that is positive and work efficiently. • Always monitored Enumerator availability and was very aware of each

<ul style="list-style-type: none"> • Did not distribute survey work fairly assigned most of the work to themselves. • Did not maintain work-flow schedule and communicate with NASS on work-flow • Was not readily available for NASDA and NASS Staff • Did not monitor interviewing techniques • Did not provide constructive feedback to enumerators • Did not complete quality assurance • Did not follow NASDA and NASS policy and procedures • Did not complete Enumerator evaluations • Promotion paper work for enumerators was not submitted at all or in a timely manner 	<p>over 375/QRT</p> <ul style="list-style-type: none"> • Frequently distributed survey work unfairly and assigning themselves most of the work. • Rarely maintained work-flow schedule and communicate with NASS on work-flow • Was rarely available for NASDA and NASS Staff • Rarely monitored interviewing techniques • Rarely provided constructive feedback to Enumerators • Rarely completed quality assurance • Rarely followed NASDA and NASS policy and procedures • Rarely completed Enumerator evaluations • Promotion paper work was frequently submitted late or not at all 	<p>work</p> <ul style="list-style-type: none"> • Available most of the time to NASDA and NASS staff • Monitored interviewing techniques • Provided constructive feedback to Enumerators • Completed quality assurance • Followed most NASDA and NASS policy and procedures • Completed Enumerator evaluations • Paper work for Enumerator promotion was submitted in a timely manner. 	<p>Enumerators hours</p> <ul style="list-style-type: none"> • All work assignments were distributed fairly. • Review completed work for accuracy • Always available to NASDA and NASS staff • Monitored and modeled effective interviewing techniques for Enumerators • Provided constructive feedback to Enumerators and providing them resources to be successful. • Thoroughly completed quality assurance • Always follows NASDA and NASS policy and procedures • Completes and follows up with Enumerators on evaluations • Always Enumerator promotion paper work on time. 	<p>person's schedules.</p> <ul style="list-style-type: none"> • Survey work was distributed fairly. • Work completed was reviewed for accuracy and the Supervisor worked with each Enumerator on how to improve for the next assignment. • Monitored and modeled effective interviewing techniques and provided additional help and resources to master this task. • Constructive feedback is always provided to Enumerators and ways to improve is modeled by the Supervisors. • Quality Assurance is always completed and checked by Supervisor for understanding • NASDA and NASS policy and procedures are followed. The Supervisor also mentors other Supervisors and Enumerators on policy and procedures.
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- NASDA Enumerator Evaluations are completed and are an accurate reflection of the employee's performance. Supervisor works with the employee to improve job performance.
- Supervisor always submits Promotion paper work to RFO and works closely with the BAT on making sure all documentation is correct.

MOTIVATION

1. Enthusiastic about work and welcomes new responsibilities
2. Effectively addresses problems and demonstrates proactive problem solving
3. Flexible, open and receptive to new information, ideas, and approaches

Unsatisfactory	Needs Improvement	Effective	Highly Effective	Exceptional
<ul style="list-style-type: none"> • Exhibits a negative attitude towards work and usually does not complete new responsibilities assigned • Does not address problems nor does the employee try to solve problems • Does not respond positively to new information, ideas, or changes 	<ul style="list-style-type: none"> • Exhibits a negative attitude towards work and usually does not complete new responsibilities • Does not address most problems nor does the employee solve issues that arise • Rarely responds positively to new information, ideas, or changes 	<ul style="list-style-type: none"> • Exhibits a positive attitude toward work and completes new responsibilities • Addresses problems and works to find a solution to fix the issue • Responds positively to new information, ideas, or changes 	<ul style="list-style-type: none"> • Exhibits a positive attitude and excels at new responsibilities at work. • Always addresses problems and works actively to come up with an effective solution • Always responds positively to new information, ideas, or changes 	<ul style="list-style-type: none"> • Exhibits a positive attitude at work and encourages others to have a positive attitude. Embraces new responsibilities and encourages others to complete new responsibilities. • Always addresses problems and is very proactive with problem solving. • Always responds positively to new information, ideas, or changes and helps others understand any new information, ideas, or changes.

TEAMWORK

1. Cooperates with others and improves the work of the team
2. Supportive of team decisions
3. Shares information with team members
4. Is accountable to other team members and holds them accountable for work

Unsatisfactory	Needs Improvement	Effective	Highly Effective	Exceptional
<ul style="list-style-type: none"> • Does not cooperate with team members and work together with the group. • Does not support other team members decisions or input • Does not share information with the group • Is not accountable to other team members and does not hold them accountable for their work 	<ul style="list-style-type: none"> • Rarely cooperates with team members and works together with the group. • Rarely supports team member decisions • Rarely shares information with team members • Rarely is accountable to other team members and does not hold them accountable for their work. 	<ul style="list-style-type: none"> • Cooperates with team members and works with the group • Supports team member decisions • Shares information with team members • Is accountable to other team members and holds them accountable for their work 	<ul style="list-style-type: none"> • Always cooperates with team members and works very well with the group. • Is very supportive of team decisions • Always shares information with team members • Very accountable to other team members and holds them accountable for work. 	<ul style="list-style-type: none"> • Excellent cooperating with team members and encourages everyone to work together as a group. • Is very supportive of team decisions and encourages other team members to support those decisions. • Always makes sure to share information with the team and then checks for understanding • Very accountable to other team members and shows them how to be accountable for their work

COMMUNICATION

1. Exhibits effective listening skills and work attitude
2. Acknowledges and understands feedback given by the NASDA HQ and NASS Staff
3. Communicates with NASDA HQ, NASS, and NASDA Enumerators in a timely and effective manner
4. Helps Enumerators manage respondents
5. Communicates with the public

Unsatisfactory	Needs Improvement	Effective	Highly Effective	Exceptional
<ul style="list-style-type: none"> • Does not listen to NASDA and NASS others • Does not acknowledge or accept feedback given by NASDA or NASS Staff • Does not communicate with NASDA's NASS Program Director or NASS Staff. • Does not provide support to Enumerators dealing with respondents • Does not 	<ul style="list-style-type: none"> • Rarely listens to NASDA and NASS • Rarely acknowledges or accepts feedback given by NASDA and NASS Staff • Rarely Communicates with NASDA's NASS Program Director or NASS Staff. • Rarely provides support to Enumerators dealing with respondents • Rarely 	<ul style="list-style-type: none"> • Listens to NASDA and NASS • Acknowledges and accepts feedback given by the NASDA and NASS Staff • Communicates with NASDA's NASS Program Director and NASS Staff. • Helps Enumerators manage respondents • Communicates positively to the public about NASDA and NASS 	<ul style="list-style-type: none"> • Listens very well to NASDA and NASS • Always acknowledges and accepts feedback given by NASDA or NASS Staff • Communicates very well with NASDA's NASS Program Director and NASS Staff. • Always helps Enumerators manage respondents • Always communicates positively to the public about NASDA and NASS stays up to date on survey and current events happening within the Cooperative Agreement. 	<ul style="list-style-type: none"> • Always listens very well to NASDA and NASS • Always acknowledges and accepts feedback given by NASDA's NASS Program Director and NASS Staff. Applies the feedback given to improve work performance. • Excellent communication with NASDA's NASS Program Director and NASS Staff. Helps others to communicate as well through the appropriate communication channels.

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- Supervisor is always available to help Enumerators manage difficult respondents and provides feedback on how to improve this process.
- Supervisor is continuously sharing NASDA and NASS mission and goals creating a positive message to the public.