

# Performance and Development Plan (PDP) Expectations

|  |   |   |                    |
|--|---|---|--------------------|
| Has Position Description been reviewed<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  | Position Description Updated<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Performance Period<br>From _____ To _____ |                    |
| <b>Purpose of Plan and Review</b> <input checked="" type="checkbox"/> Annual <input type="checkbox"/> Trial Service <input type="checkbox"/> Probationary <input type="checkbox"/> Transitional <input type="checkbox"/> Other (specify) |   |   |                    |
| Employee Last Name   | Employee First Name   | Employee Middle Name (Initial)            | Employee ID Number |
| Position Class Title<br>ESD Program Coordinator 1  | Working Title<br>Program Coordinator  | Position Number (Object Abbrev.)          |                    |
| Employer (Business Area)   | Division (ORG Unit)   | Evaluator's Name                          |                    |

## Position Linkage With Organizational Mission and Strategic Plan

What is the organization's mission and how do the duties and responsibilities of this position link or contribute to the achievement of the mission goals, and objectives of the organization? Provide brief summary.

Mission – To assist with and enhance the well being of the state's business communities and their workforce constituency. To provide equitable and timely issuance of employer program eligibility determinations, prompt and fair payment of benefits, accurate program information, technical assistance, and program training. To promote economic security for employers, employees, and the state's business communities in supporting and maintaining a stable workforce.

Organization's Goals/Objectives – This position promotes efforts to assist employers in reducing the cost of unemployment and keeping workers employed. This position's participation in the program will support economic security through business preservation and job retention administrative operations by providing notification to Shared Work participants and employers regarding Unemployment Insurance (UI) eligibility, ineligibility, and other UI program information while ensuring timely, equitable and accurate payment of UI benefits to eligible employees.

## Part 1: Performance Expectations

Based on the position's major responsibilities, outline the key results and competencies expected of the employee during this performance period. Limit the list to those that are key. Check with your Human Resources office regarding any special instructions around determining what competencies to use.

### Key Results Expected

What are the most important objectives, outcomes, and/or special assignments to accomplish in order to be successful during this time period?

- Assist in timely and accurate employer plan determinations.
- Assist in conducting complex fact finding and information gathering sessions with employers, union representatives, claimants, and interested partners/stakeholders to accurately apply laws/rules.
- Provide notification to participants and employers regarding eligibility, ineligibility, and other program qualifying information.
- Maintain and update the employer/participant electronic log book which is utilized by Shared Work as well as the UI Research and Analysis group.
- Provide daily, weekly and monthly statistical reports extracted from the electronic log book to ensure timeliness and employer/participant participation in the program.
- Produce reports extracted from the data warehouse for program statistics.
- Assist in developing program materials for participating employers and employees.
- Back-up to ensure timely, equitable and accurate payment of UI benefits, including entry-level UI adjudication responsibility within multiple specialized Unemployment Insurance programs.



- Contribute to the daily operations processing and production goals in conjunction with the unit supervisor's and lead's insight.
- Confirm deadlines, monitor workload progress, provide information and updates on work processes, review and troubleshoot barriers to resolution.
- Work collaboratively with other unit staff members in meeting program/production goals and objectives.
- Participate in reviewing and analyzing UI rules, policies, procedures and guidelines in planning/evaluating the program.
- Communicate effectively in person, over the phone and in writing with employers, workers, partners, and stakeholders.
- Provide technical assistance and program training to customers/stakeholders. Ensure the timely and accurate payment of UI benefits.

### **Key Competencies Expected**

What are the most important knowledge, skills, abilities, and behaviors that the employee should demonstrate in order to be successful?

- Demonstrate working knowledge of timely and accurate employer plan determinations.
- Provide program training and technical assistance to employers and employees, customers, partners, and stakeholders.
- Provide notification to participants and employers regarding eligibility, ineligibility, and other program qualifying information.
- Maintain and update the employer/participant electronic log book which is utilized by Shared Work as well as the UI Research and Analysis group accurately and timely.
- Provide daily, weekly and monthly statistical reports extracted from the electronic log book to ensure timeliness and employer/participants participation in the program.
- Possess organizational and multi-tasking skills.
- Conduct complex fact finding and information gathering sessions with employers, union representatives, claimants, and interested partners/stakeholders to accurately apply laws/rules.
- Effectively communicate with customers, partners and stakeholders. Interpret and respond clearly to inquiries in a timely manner. Be responsive and timely to e-mails, phone messages, and mail.
- Explain data, concepts and principles in clear and concise programmatic terms to employers, employees, customers and stakeholders.
- Possess conflict resolution skills in interactions with co-workers, internal/external customers, union representatives, partners, stakeholders and other interested parties.
- Provide excellent public relations and customer service to employers, business organizations, government officials, internal/external customers and partners/stakeholders.
- Maintain effective interpersonal skills and working relationships in regards to team collaboration and consensus building techniques.
- Promote positive public relations building upon program reputation and employer/employee perception of program services.
- Demonstrate working knowledge of initial applications and continued claim processes, with the ability to resolve complex claim issues in a timely and accurate manner.
- Assist with developing and distributing informational/instructional program materials.
- Promote quality customer service and excellent program service delivery.
- Assist the program manager, supervisor and section lead with projects and special assignments.



## Part 2: Training & Development Needs/Opportunities

What training and development needs and opportunities should the employee focus on during this performance period?  
Valerie will continue to be trained and mentored on Shared Work plan processes from her section lead worker.

## Part 3: Organizational Support (Optional)

Part 3 is optional and to be completed only by the employee, at the beginning of the performance period.

What suggestions do you have as to how your supervisor, co-workers, and/or agency management can better support you in your present job and future career goals?

## Acknowledgement Of Performance Plan

The signatures below indicate that the supervisor and employee have discussed the performance expectations, training and development needs outlined at the beginning of the performance period.

|      |                       |      |                      |
|------|-----------------------|------|----------------------|
| Date | Evaluator's Signature | Date | Employee's Signature |
|------|-----------------------|------|----------------------|

**NOTE:** Typically, once the performance expectations is completed and signed by all parties, the supervisor provides the employee a copy and the original is forwarded to Human Resources to be placed in the employee's personnel file. Supervisors should check with their Human Resources office for organization specific instructions.

