Performance and Development Plan (PDP) Expectations

Has Position Description been reviewed ☒ Yes ☐ No	Position Description Updated ☒ Yes ☐ No	Performance Period From 04/01/2013 To 03/31/2014

Purpose of Plan and Review ☒ Annual ☐ Trial Service ☐ Probationary ☐ Transitional ☐ Other (specify)		

Employee Last Name	Employee First Name	Employee Middle Name (Initial)	Employee ID Number

Position Class Title Program Coordinator 1	Working Title 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.

The Employment Security Department's mission is to help Washington's workers and employers succeed in the global economy by delivering superior employment services, timely unemployment benefits, and a fair and stable unemployment insurance system.

This position's participation in the Shared Work Program supports economic stability through just and timely benefit payments and claims adjudication decisions. The position contributes to an effective workforce system by strengthening state and community partnerships and assisting in maintaining a skilled and stable workforce by providing quality customer service and excellent program service delivery. It also provides technical assistance and program training to customers, partners, and stakeholders.

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?

- Ensure the timely and accurate payment of UI benefits.
- Assist the senior level adjudicator resolving entry level claim issues.
- Possess expert knowledge of GUIDE/TAXIS mainframe systems and related software applications.
- Provide claims information and benefit payment resolution to partners/stakeholders.
- Apply the ability to gather, analyze, interpret and project complex data into programmatic terms.
- Convey suggestions, ideas, recommendations and data in concise written and verbal forms.
- Exercise independent judgment and decision making authority within the scope of assigned duties.
- Promote quality customer service and excellent program service delivery.
- Deliver technical assistance and program training to customers, partners and stakeholders.
- Assist the supervisor with statistical tracking, reports, projects, and special assignments.
- Maintain effective interpersonal skills and working relationships in regards to team collaboration and consensus building techniques.

Key Competencies Expected

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

- Provide expert analysis regarding GUIDE/TAXIS mainframe systems and related software applications as applied to Shared Work program benefit operation and functionality.
- Apply related Shared Work laws, rules, guidelines and regulations to daily assignments.
- Apply Shared Work process troubleshooting and workaround techniques to benefit processing.
- Assimilate program nuances associated with Shared Work program administration.
- Apply organizational and multi-tasking skills to daily workload duties.
- Utilize organizational skills and written/verbal communication skills.
- Incorporate interpersonal skills in collaboration with team and consensus building meetings and goals.
- Abide by Shared Work administrative, operational and ethical standards.
- Assure all benefit claims will be evaluated for compliance with laws, rules, regulations, and guidelines.
- Confirm deadlines, monitor workload progress, provide data tracking, report production support and updates on work processes.
- Provide technical assistance and program training to customers, partners, and stakeholders.
- Promote quality customer service and excellent program service delivery. Assist the program manager and supervisor 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?

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.