

**CRITICAL SKILLS: CHAPTER ADMINISTRATOR**

<b>Adaptability/Flexibility:</b> Adapts to change, is open to new ideas, takes on new responsibilities, handles pressure/stress well, adjusts plans to meet changing needs.	Rating: [ ] Unsatisfactory Performance [ ] Improvement Needed [ ] Meets Expectations [ ] Exceeds Expectations
Comments:	

<b>Communication:</b> Communicates well both verbally and in writing, creates accurate and punctual reports, delivers presentations, shares information and ideas with others, has good listening skills, reports on status of projects appropriately.	Rating: [ ] Unsatisfactory Performance [ ] Improvement Needed [ ] Meets Expectations [ ] Exceeds Expectations
Comments:	

<b>Interpersonal Skills:</b> Has good listening skills, builds strong relationships, is flexible/open-minded, negotiates effectively, solicits performance feedback and handles constructive criticism.	Rating: [ ] Unsatisfactory Performance [ ] Improvement Needed [ ] Meets Expectations [ ] Exceeds Expectations
Comments:	

<b>Organizational Savvy:</b> Operates within the organization's formal and informal structures, builds allies and relationships across constituencies, uses allies to build consensus and create	Rating: [ ] Unsatisfactory Performance [ ] Improvement
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results, is appropriately diplomatic, understands others' roles and perspectives, can sell projects and ideas across the organization.	Needed <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Exceeds Expectations
Comments:	

<b>Sense of Urgency:</b> Prioritizes well, shows energy, responds to officers and Committee chairs and Chapter members in a timely manner, reacts to opportunities, instills urgency in others, meets deadlines.	Rating: <input type="checkbox"/> Unsatisfactory Performance <input type="checkbox"/> Improvement Needed <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Exceeds Expectations
Comments:	

<b>Computer Skills</b> Skilled in the use of computers and Internet technology, adapts to new technology, keeps abreast of changes, learns new programs quickly, uses computers to improve productivity.	Rating: <input type="checkbox"/> <input type="checkbox"/> Unsatisfactory Performance <input type="checkbox"/> Improvement Needed <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Exceeds Expectations
Comments:	

<b>Budgets/Cost Control and Preparation of Financials</b> Plans for and uses resources efficiently, creates accurate and realistic budgets, tracks and adjusts budgets, contributes to budget planning, prepares accurate financials in a timely manner.	Rating: <input type="checkbox"/> <input type="checkbox"/> Unsatisfactory Performance <input type="checkbox"/> Improvement Needed <input type="checkbox"/> Meets
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	Expectations <input type="checkbox"/> <input type="checkbox"/> Exceeds Expectations
Comments:	

<b>Self Development</b> Seeks out and accepts feedback, is a proactive learner, takes on tough assignments to improve skills, keeps knowledge and skills up-to-date, turns mistakes into learning opportunities.	Rating: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Unsatisfactor y Performance <input type="checkbox"/> <input type="checkbox"/> Improvement Needed <input type="checkbox"/> <input type="checkbox"/> Meets Expectations <input type="checkbox"/> <input type="checkbox"/> Exceeds Expectations
Comments:	

<b>Planning &amp; Oraganizing</b> Develops realistic plans, sets goals, aligns plans with Chapter goals, plans for and manages resources, creates contingency plans, coordinates/cooperates with others, keeps paper and electronic information organized and accessible to others.	Rating: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Unsatisfactor y Performance <input type="checkbox"/> <input type="checkbox"/> Improvement Needed <input type="checkbox"/> <input type="checkbox"/> Meets Expectations <input type="checkbox"/> <input type="checkbox"/> Exceeds Expectations
Comments:	

<b>Listening Skills</b> Listens attentively to others, asks clarifying questions, actively listens, stays open to other viewpoints, manages distractions and interruptions.	Rating: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Unsatisfactor y Performance <input type="checkbox"/> <input type="checkbox"/>
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	<p style="text-align: center;">Improvement Needed [ ] Meets Expectations [ ] Exceeds Expectations</p>
Comments:	

<p><b>Job Knowledge</b> Understands duties and responsibilities, has necessary job knowledge, has necessary technical skills, understands company mission/values, keeps job knowledge current, is in command of critical issues.</p>	<p>Rating: [ ] [ ] Unsatisfactor y Performance [ ] Improvement Needed [ ] Meets Expectations [ ] Exceeds Expectations</p>
Comments:	

<p><b>Initiative</b> Tackles problems and takes independent action, seeks out new responsibilities, acts on opportunities, generates new ideas, practices self-development.</p>	<p>Rating: [ ] [ ] Unsatisfactor y Performance [ ] Improvement Needed [ ] Meets Expectations [ ] Exceeds Expectations</p>
Comments:	

<b>Client Focus</b> Builds officer, member and sponsor confidence, is	Rating: [ ]
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<p>committed to increasing client satisfaction, sets achievable client expectations, assumes responsibility for solving client problems, ensures commitments to clients are met, solicits opinions and ideas from clients, responds to internal clients.</p>	<p><input type="checkbox"/> Unsatisfactory Performance  <input type="checkbox"/> Improvement Needed  <input type="checkbox"/> Meets Expectations  <input type="checkbox"/> Exceeds Expectations</p>
<p>Comments:</p>	