

NSPS Performance Indicators with Associated Descriptors

Technical / Support Pay Schedule (Non-Supervisors)	
BAND 1	
Level 3	Level 5 (Additions at this level.)
<ul style="list-style-type: none"> • With supervision, effectively completed assigned job objective and work assignments; ensured completed work adhered to given instructions and standards. • In achieving job objectives and work assignments adhered to work/project schedules and prioritized work tasks; adjusted scheduled activities as directed to achieve desired results. 	<ul style="list-style-type: none"> • Achieved outcomes and results that are superior in quality, quantity, timeliness and/or impact to what would ordinarily be expected at this level. • Contributed to organizational performance well beyond what is expected.
BAND 2	
Level 3	Level 5 (Additions at this level.)
<ul style="list-style-type: none"> • Effectively completed job objectives and work assignments, anticipating and overcoming obvious obstacles; ensured completed work is timely and adheres to applicable standards, policies, procedures, and guidelines. • In achieving job objectives and work assignments adhered to work/project schedules; organizes or prioritizes own tasks to complete assignments in an effective and efficient manner; adjusted own work priorities to achieve desired results. • Demonstrated high standards of personal and professional conduct and performance. 	<ul style="list-style-type: none"> • Achieved outcomes and results that are superior in quality, quantity, timeliness and/or impact to what would ordinarily be expected at this level. • Persisted in overcoming obstacles and puts forth extra effort to accomplish difficult assignments. • Contributed to organizational performance well beyond what is expected.
BAND 3	
Level 3	Level 5 (Additions at this level.)
<ul style="list-style-type: none"> • Effectively completed job objectives and work assignments. • Completed work that supports unit-related objectives, anticipating and overcoming obstacles; ensures completed work is accurate, thorough, documented, and meets applicable instructions, authorities, standards, policies, procedures, and guidelines. • Organized, prioritizes, and schedules own and/or other's work activities to complete assignments in a timely and effective manner; adjusts priorities to respond effectively to changing situations. • Demonstrated high standards of personal and professional conduct and models a high standard of performance for others. 	<ul style="list-style-type: none"> • Achieved outcomes and results that are superior in quality, quantity, timeliness and impact to what would ordinarily be expected at this level. • Contributed to organizational performance well beyond what is expected. • Exhibited the highest standards of professionalism.
BAND 4	
Level 3	Level 5 (Additions at this level.)
<ul style="list-style-type: none"> • Effectively completed job objectives and work assignments. • Completed work that supports mission-related objectives, anticipating and overcoming difficult obstacles; ensures completed work is accurate, thorough, documented, and in alignment with the mission and objectives of the organization as well as applicable instructions, authorities, standards, policies, procedures, and guidelines. • In achieving job objectives and work assignments established priorities and oversaw the coordination of work across multiple projects, effectively balanced competing work demands to ensure a positive outcome; makes adjustments to priorities and schedules to effectively respond to changing work situations or demands. • Demonstrated high standards of personal and professional conduct and models a high standard of performance for others. 	<ul style="list-style-type: none"> • Achieved outcomes and results that are superior in quality, quantity, timeliness and impact to what would ordinarily be expected at this level. • Persisted in overcoming obstacles and puts forth extra effort to accomplish difficult assignments. • Contributed to organizational performance well beyond what is expected. • Exhibited the highest standards of professionalism.

Professional / Analytic (Non-Supervisors)

BAND 1

Level 3

- With guidance, effectively achieved the stated objective.
- With guidance, organized and prioritized own tasks to deliver the objective, adjusting work plans and overcoming obstacles as necessary.
- Demonstrated high standards of personal and professional conduct and represented the organization or work unit effectively.

Level 5 (Additions at this level.)

- Contributed results beyond what was expected; results were far superior in quality, quantity, timeliness and/or impact to the stated objective. Exhibited the highest standards of professionalism.

BAND 2

Level 3

- Effectively achieved the stated objective, anticipating and overcoming significant obstacles. Adapts established methods and procedures when needed.
- Results were technically sound, accurate, thorough, documented, and met applicable authorities, standards, policies, procedures and guidelines.
- Planned, organized prioritized, and scheduled own work activities to deliver the objective in a timely and effective manner, making adjustments to respond to changing situations and anticipating and overcoming difficult obstacles as necessary.
- Demonstrated high standards of personal and professional conduct and represented the organization or work unit effectively.

Level 5 (Additions at this level.)

- Contributed results beyond what was expected; results were far superior in quality, quantity, and/or impact to the stated objective to what would be expected at this level.
- Exhibited the highest standards of professionalism.

BAND 3

Level 3

- Effectively delivered an objective with broad and significant impact that was in alignment with the mission and objectives of the organization as well as applicable authorities, standards, policies, procedures and guidelines anticipating and overcoming significant obstacles. Adapts established methods and procedures when needed.
- Established priorities and coordinated work across projects, programs or people, effectively balancing work demands and anticipating and overcoming difficult obstacles to achieve a timely and positive outcome.
- Demonstrated high standards of professional conduct and represented the organization or work unit effectively.

Level 5 (Additions at this level.)

- Contributed results beyond what was expected in the face of highly difficult obstacles; results were far superior in quality, quantity, and/or impact to the stated objective to what would be expected at this level.
- Created new and innovative methods and processes that contributed significantly to the success of the organization.
- Exhibited the highest standards of professionalism. Accomplishments and outcomes were of such magnitude that they contributed to the organization exceeding its mission goals and objectives for the year.

Supervisors

BAND 1

Level 3

- With guidance, effectively achieved the stated objective.
- With guidance, organized and prioritized own tasks to deliver the objective, adjusting work plans and overcoming obstacles as necessary.
- As directed, translated project or team goals into objectives and work assignments for others; followed up to ensure tasks were completed effectively and in a timely manner.
- With guidance, achieved expected results by effectively carrying out all established supervisory responsibilities.
- As directed, maintained a productive, safe and harmonious workplace by responding promptly and effectively to employee misconduct, prohibited discrimination, harassment, deficient performance, etc.
- Demonstrated high standards of personal and professional conduct and represented the organization or work unit effectively.
- Ensured EEO policy statements are prominently posted in work areas.
- Required EEO-related employee training is completed, as directed.
- With guidance, demonstrated efforts to resolve allegations of discrimination and work place dissatisfactions at the lowest level.

Level 5 (*Additions at this level.*)

- Contributed business results beyond what was expected; results were far superior in quality, quantity, and/or impact to the stated objective.
- Supervisory contributions were exemplary and the results achieved went well beyond what was expected in terms of quality, quantity, timeliness and/or impact.
- Proactive and innovative in instituting measures to foster increased productivity, safety and harmonious relations within the workplace
- Exhibited the highest standards of professionalism
- Within defined parameters recognizes issues or problems and identifies patterns or trends with EEO and/or Affirmative Action implications.

BAND 2

Level 3

- Effectively achieved the stated objective that was technically sound, accurate, thorough, documented, and met applicable authorities, standards, policies, procedures, and guidelines.
- Planned, organized, prioritized, and scheduled own work activities to deliver the objective in a timely and effective manner, making adjustments to respond to changing situations and anticipating and overcoming difficult obstacles as necessary.
- Provided clear guidance to others by translating organizational goals into concrete objectives, plans, priorities, and assignments for work unit members; coordinated work activities and proactively monitored progress to ensure tasks were completed efficiently and effectively.
- Achieved expected results by effectively carrying out all established supervisory responsibilities.
- Maintained a productive, safe and harmonious workplace by responding promptly and effectively to employee misconduct, prohibited discrimination, harassment, deficient performance, etc.
- Demonstrated high standards of personal and professional conduct and represents the organization or work unit effectively
- Ensured EEO policy statements are prominently posted in work areas and on organization websites.
- Required EEO-related employee training is completed.
- Ensure open, transparent, and objective merit selection factors
- Identified and eliminated conditions and non-merit factors that contribute to barriers to employment opportunities where applicable
- Demonstrated efforts to resolve allegations of discrimination and work place dissatisfactions at the lowest level and supported/guided subordinate supervisors (if any) to do the same

Level 5 (*Additions at this level.*)

- Contributed business results beyond what was expected; results were far superior in quality, quantity, and/or impact to the stated objective.
- Supervisory contributions were exemplary and the results achieved went well beyond what was expected in terms of quality, quantity, timeliness and/or impact.
- Proactive and innovative in instituting measures to foster increased productivity, safety and harmonious relations within the workplace. Exhibited the highest standards of professionalism.
- Identified and utilized innovative and/or creative methods that accomplish current work and support overall Human Capital Strategic Goals, inclusiveness and the accommodation of disabilities.

Supervisors (con't)

BAND 3

Level 3	Level 5 (<i>Additions at this level.</i>)
<ul style="list-style-type: none"> • Effectively delivered an objective with broad and significant impact that was in alignment with the mission and objectives of the organization as well as applicable authorities, standards, policies, procedures, and guidelines. • Established priorities and coordinated work across projects, programs, or people, effectively balancing competing work demands and anticipating and overcoming difficult obstacles to achieve a timely and positive outcome. • Provided clear guidance to others by translating organizational vision and goals into concrete objectives, strategies, plans, priorities, and assignments; coordinated work activities and proactively monitored progress to ensure that the goals were achieved. • Achieved expected results by effectively carrying out all established supervisory responsibilities. • Maintained a productive, safe and harmonious workplace by responding promptly and effectively to employee misconduct, prohibited discrimination, harassment, deficient performance, etc. • Demonstrated high standards of personal and professional conduct and represents the organization or work unit effectively. • Develops organizational EEO policies and communicates policies that promote a workplace free from harassment and intolerance • Ensure open, transparent, and objective merit selection factors and ensure that subordinate supervisors (if any) do the same. • Reviews allegations and complaints of discrimination for patterns and initiates corrective actions as appropriate. • Ensures reasonable workforce accommodation and access to information, services, facilities and programs for all employees, applicants for employment, and the general public. 	<ul style="list-style-type: none"> • Contributed business results beyond what was expected; results were far superior in quality, quantity, and/or impact to the stated objective. • Supervisory contributions were exemplary and the results achieved went well beyond what was expected in terms of quality, quantity, timeliness and/or impact. • Proactive and innovative in instituting measures to foster increased productivity, safety and harmonious relations within the workplace. Accomplishments and outcomes were of such magnitude that they contributed to the organization exceeding its mission goals and objectives for the year. • Exhibited the highest standards of professionalism. • Allocates adequate staff, and fiscal resources in support of EEO and workforce diversity programs. • Participate personally in identification and recruitment for vacancies in under represented positions and encourage subordinate supervisors (if any) do the same. • Encourage and foster organizational use of problem solving and alternate dispute resolution processes • Identifies and utilizes innovative and/or creative methods that accomplish current work and provide long range support for Human Capital Strategic Goals, inclusiveness and the accommodation of persons with disabilities.