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| **Employee: Jane Doe** | | **Job Title: Office Assistant** |
| **Ministry: Corporate** | **Dept: Customer Relations** |  |
| **Supervisor: George Washington** | | **Authorized Reviewers: George Washington, Abraham Lincoln** |

**The Core Values of CRISTA Ministries:**

**CRISTA employees are *CHRIST-CENTERED*:** They arecontinually growing in relationship with Christ, called to the mission of CRISTA, living out a witness, doing what they say they will do, and they speak the truth in love

**CRISTA employees are** ***PROFESSIONAL*:** They build powerful teams, cast a clear motivating vision, achieve results, demonstrate excellence in performance, and they develop others

**CRISTA employees are** ***SERVICE-DRIVEN*:** They areempowered to meet beneficiary/customer needs, lead through example and action,

steward resources to accomplish goals, create innovative solutions, and demonstrate emotional maturity

**Note: In order to log a new entry, insert a blank row above your last entry: 1) move your cursor over the “Date” cell of your most recent log entry until the arrow appears, 2) double-click to highlight the row, 3) right click and select “insert/insert rows above”.**

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| **Date** | **Location** | **Present** | **Key Performance Issues Discussed** | **Action Items, timelines, expectations** | **Resources offered** | **Follow up Date** |
| 10/15/12 | Supv Office | Jane Doe | We reviewed your job description to clarify performance expectations and discussed the fact that several customers have reported that it takes 3-5 days for you to get back to them. You are always quick to assist co-workers with their work and that helpfulness is truly appreciated, but getting back to customers on a timely basis and accomplishing your work assignments must be your first priority. | 1. Make every effort to return customer calls within two business days. 2. Keep a log of calls received and returned so that you can ensure that the two day response is being accomplished. 3. Verify that all your assigned job duties are completed before assisting others. |  | One Month |
| 11/15/12 | Supv Office | Jane Doe | Great job for returning 100% of calls within the two day standard. In most cases you exceeded the standard by returning customer calls the same day.  You shared that you no longer feel challenged by the job and believe that you have time to help others but did not think you could based on our last discussion.  I clarified that although your job duties are your first priority, you are free to help others when you are finished with your assigned work. | 1. As the workflow allows, I will set up some cross-training for you so that you can assist with or eventually back up other functions in our department. 2. Track the periods of inactivity you during your workday. We’ll review it at our next meeting & discuss a possible cross training schedule 3. If after training you are able to assist others on a regular basis without it negatively impacting your work, we may consider adding those duties to your job description after reviewing the changes with HR. | Arrange for cross-training as time permits | 12/31/12 |
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