

- | | | | | | |
|--|---|---|---|---|---|
| 4. Maintain compliance with policies and standard operating procedures | 1 | 2 | 3 | 4 | 5 |
| 5. Appropriately administers the cooperative's credit policy | 1 | 2 | 3 | 4 | 5 |

Specific Performance Standards (example)

1. Grain shrinkage at or below 2%

Rate the overall performance of the Manager in Coordination/Operations Poor Excellent
1 2 3 4 5

Personnel Management

General Performance Standards

How well does the manager

- | | | | | | |
|--|------|---|---|---|-----------|
| | Poor | | | | Excellent |
| 1. Aggressively seek out people to fill key positions in cooperative administration. | 1 | 2 | 3 | 4 | 5 |
| 2. Train personnel to assume a greater level of responsibility. | 1 | 2 | 3 | 4 | 5 |
| 3. Apply policies and practices to the daily activities of the cooperative. | 1 | 2 | 3 | 4 | 5 |
| 4. Encourage individual initiative and teamwork. | 1 | 2 | 3 | 4 | 5 |
| 5. Enforce corrective action in a direct, but fair, manner when necessary. | 1 | 2 | 3 | 4 | 5 |

Specific Performance Standards (examples)

1. Performance evaluations of all employees should be conducted at least once a year.
2. Conducted meeting of all employees once per quarter to discuss board actions, policies, plans, benefits, or other employee related topics.

Rate the overall performance of the manager in Personnel Management. Poor Excellent
1 2 3 4 5

Member Relations

General Performance Standards

How well does the manager

- | | | | | | |
|---|------|---|---|---|-----------|
| | Poor | | | | Excellent |
| 1. Plan for growth in volume and number of patrons in relation to market potential. | 1 | 2 | 3 | 4 | 5 |
| 2. Make and maintain contacts with members, the overall community, and organizations. | 1 | 2 | 3 | 4 | 5 |
| 3. Inform membership of changes in cooperative policy. | 1 | 2 | 3 | 4 | 5 |
| 4. Project a positive image to the patrons. | 1 | 2 | 3 | 4 | 5 |
| 5. Respond promptly and effectively to patron concerns or complaints. | 1 | 2 | 3 | 4 | 5 |

Specific Performance Standards (examples)

1. What was the rate of growth in patrons and volume relative to the area's overall market potential and cooperative objectives?
2. Is the growth reflective of servicing all potential customer areas?

Rate the overall performance of the Manager in Member Relations. Poor Excellent
1 2 3 4 5

Additional Written Comments

Please respond to these questions:

1. What are two things the manager does most effectively?

A.

B.

2. List two specific ways, not mentioned previously, the manager could be more effective.

A.

B.

Oklahoma State University, in compliance with Title VI and VII of the Civil Rights Act of 1964, Executive Order 11246 as amended, Title IX of the Education Amendments of 1972, Americans with Disabilities Act of 1990, and other federal laws and regulations, does not discriminate on the basis of race, color, national origin, gender, age, religion, disability, or status as a veteran in any of its policies, practices, or procedures. This includes but is not limited to admissions, employment, financial aid, and educational services.

Issued in furtherance of Cooperative Extension work, acts of May 8 and June 30, 1914, in cooperation with the U.S. Department of Agriculture, Robert E. Whitson, Director of Cooperative Extension Service, Oklahoma State University, Stillwater, Oklahoma. This publication is printed and issued by Oklahoma State University as authorized by the Vice President, Dean, and Director of the Division of Agricultural Sciences and Natural Resources and has been prepared and distributed at a cost of 20 cents per copy. 0104 JA