

# Human Resources Management Division

## NRCS Performance Elements and Standards

### **ELEMENT: MISSION RESULTS (Mandatory)**

Create a unique standard related to the work of the position. It will contain language such as “complete ## of conservation plan, ## of engineering designs, etc. in accordance with examples provided in “Agency Goal” chart. For technical staff, results will be stated in terms such as “initiated response/completed request within ## days of receipt, in accordance with XX standard or policy, etc. See examples in the section “Examples of Mission Results” below. Support staff work will be stated in terms of types of documents/actions taken, time frames, and standards for completion. A tolerance for errors needs to be part of the measuring process.

### **ELEMENT: SUPERVISION (Mandatory for Supervisors and Managers)**

**STANDARD:** Work is assigned in a fair and effective manner. Technical guidance to subordinate staff is ordinarily provided in a timely manner. Performance management is implemented in accordance with procedure. Issues, concerns, or problems are handled promptly and fairly. To the extent possible, staff is properly trained and complies with occupational health and safety programs. Management decisions are supported and implemented within appropriate timeframes. Customer requirements have been met. Employee performance is documented and evaluated in a timely and accurate manner with supportable justification for assigned ratings that differentiate between the five potential summary ratings assigned to employees.

**ELEMENT: EQUAL OPPORTUNITY AND CIVIL RIGHTS  
(Mandatory for Supervisors and Managers)**

**STANDARD:** Performs duties in a manner which consistently demonstrates fairness, cooperation, and respect towards coworkers, office visitors, and all others in the performance of official business. Demonstrates an awareness of EO/CR policies and responsibilities of Agency and Departmental goals of valuing a diverse, yet unified workforce.

**ELEMENT: PERSONAL CONTACTS – EO/CR (Mandatory for all  
Non-Supervisory Employees)**

**STANDARD:** Routinely displays courteous and tactful behavior towards internal and external customers, supervisors, coworkers, and/or team members. Projects a positive and professional image of USDA. Performs duties in a manner which consistently demonstrates fairness, cooperation, and respect towards coworkers, office visitors, and all others in the performance of official business. Demonstrates an awareness of EO/CR policies and responsibilities of Agency and departmental goals of valuing a diverse, yet unified workforce.

**ELEMENT: COMMUNICATION**

**STANDARD:** As a rule, oral and written communications are clear, correct, timely, and presented in an understandable manner. Supervisor and coworkers are informed of issues and problems when necessary. Information and guidance provided is timely and accurate.

**ELEMENT: TEAM LEADERSHIP**

**STANDARD:** Routinely leads individuals and team members toward specific goals and accomplishments. Provides encouragement, guidance, and direction as needed. Adjusts style to fit situation.

Delegates appropriate authority in an effective manner. Coordinates functions of the team members. Demonstrates a sincere interest in employees' activities, abilities, etc.

**ELEMENT: PROGRAM MANAGEMENT**

**STANDARD:** Manages program(s) resolving issues and problems within the employee's control. Monitors all aspects of program(s) for quality, effectiveness, and consistency. Program plans and guidance are responsive to objectives and requirements of the agency. Policy instructions are appropriately issued and are accurate. Evaluates effectiveness of work and adjusts plan accordingly.

**ELEMENT: SPECIAL PROJECTS**

**STANDARD:** Special projects are regularly completed on time in a competent, accurate, and thorough manner. Completed projects comply with regulations and procedures. Special projects are completed independently or reflect research and collaboration with others as required.

**ELEMENT: CUSTOMER SERVICE**

**STANDARD:** Provides advice that is timely, responsive and accurate. Maintains appropriate rapport with internal and external customers. Develops and establishes working relationships with external organizations as required. Keeps supervisor and/or team leader informed of difficult and/or controversial issues and unique problems. Takes action to effectively solve problems before they have an adverse impact on the organization or other employees.

## **ELEMENT: RESOURCE MANAGEMENT**

**STANDARD:** Monitors allocated funds and maintains complete and accurate records of expenditures. Routinely utilizes resources in an efficient and effective manner. Ensures that funds, property and other resources are guarded against waste, loss, unauthorized use, and misappropriation.

## **ELEMENT: INDIVIDUAL CONTRIBUTIONS TO THE TEAM**

**STANDARD:** Ordinarily displays dependability and reliability. Promotes open communication. Contributes creative ideas and actively participates in team meetings resulting in added value to the team's products and services. When problems arise, explores causes and assists in resolving them. Works with team members to appropriately implement decisions. Is usually open-minded to new ideas and approaches in implementing the team's goals. Willingly accepts and acts on constructive criticism.

## EXAMPLES OF “MISSION RESULTS” PERFORMANCE STANDARDS

The following “mission results” performance standards are examples of standards that link to organizational goals and cascade from the top down. These examples may contain duties that do not apply in all work situations. They should be modified as appropriate.

### **Performance Appraisal Worksheet – GS 13 -14 Soil Scientist**

Performance Element 2: Mission Results (Critical)

Performance Standard: Technical Support for Field Offices and Management of MRLA Area

Standard is to be completed in accordance with General Manual, electronic-Field Office Technical Guide, National Food Security Act Manual and other appropriate documents. Specific results measured against the Agency’s Progress Reporting System.

In order for the (Insert State Name) to achieve its goal of completing X number of acres of digital soil surveys made available during FY06, the employee must complete an average of Y each month, while meeting the requirements outlined in the Agency’s operating procedures.

In order for the (Insert State Name) to achieve its goal of completing X number of digital soil surveys made available in FY06, the employee must complete an average of Y each month, while meeting the requirements outlined in the Agency’s operating procedures.

In order for the (Insert State Name) to achieve its goal of completing X number of acres of new or updated soil surveys released for public use in FY06, the employee must complete an average of Y each month, while meeting the requirements outlined in the Agency's operating procedures.

In order for the (Insert State Name) to achieve its goal of completing X number of number new or updated soil surveys released for public use in FY06, the employee must complete an average of Y each month, while meeting the requirements outlined in the Agency's operating procedures.

In order for the (Insert State Name) to achieve its goal of completing X number acres of soil surveys mapped or updated in FY06, the employee must complete an average of Y each month, while meeting the requirements outlined in the Agency's operating procedures.

In order for the (Insert State Name) to achieve its goal of completing X number of soil investigation studies conducted in FY06, the employee must complete an average of Y each month, while meeting the requirements outlined in the Agency's operating procedures.

In order for the (Insert State Name) to achieve its goal of completing X number of edit and maintain soils data at Soil Data Ware House in FY06, the employee must complete an average of Y each month, while meeting the requirements outlined in the Agency's operating procedures.

**Rating:**

- Exceeds Fully Successful**
- Meets Fully Successful**
- Does Not Meet Fully Successful**

## **Performance Appraisal Worksheet – GS 12 Soil Conservationist (DC)**

Performance Element 2: Mission Results (Critical)

Performance Standard: Conservation Planning and Application

Standard is to be completed in accordance with General Manual, electronic-Field Office Technical Guide, National Food Security Act Manual and other appropriate document.

Specific results measured against the Agency's Progress Reporting System.

In order for the (State) to achieve its goal of completing X comprehensive nutrient management plans (CNMP) during FY06, the employee must complete an average of Y each month, with Y meeting the requirements outlined in the Agency's operating procedures.

In order for the (State) to achieve its goal of completing X CNMP applied during FY06, the employee must complete an average of Y each month, with Y meeting the requirements outlined in the Agency's operating procedures.

In order for the (State) to achieve its goal of completing X conservation plans for cropland written during FY06, the employee must complete an average of Y each month, with Y meeting the requirements outlined in the Agency's operating procedures.

In order for the (State) to achieve its goal of completing X of conservation plans for grazing land written during FY06, the employee must complete an average of Y each month, with Y meeting the requirements outlined in the Agency's operating procedures.

In order for the (State) to achieve its goal of completing X of acres of grazing land with conservation applied to protect resource base during FY06, the employee must complete an average of Y each month, with

Y meeting the requirements outlined in the Agency's operating procedures.

In order for the (State) to achieve its goal of completing X of acre feet of irrigation efficiency improved during FY06, the employee must complete an average of Y each month, with Y meeting the requirements outlined in the Agency's operating procedures.

In order for the (State) to achieve its goal of completing X of acres of reduction of cropland soils damaged by erosion during FY06, the employee must complete an average of Y each month, with Y meeting the requirements outlined in the Agency's operating procedures.

In order for the (State) to achieve its goal of completing X of acres of watershed or area-wide conservation plans developed for water or air quality during FY06, the employee must complete an average of Y each month, with Y meeting the requirements outlined in the Agency's operating procedures.

In order for the (State) to achieve its goal of completing X of watershed or area-wide conservation plans developed for water or air quality during FY06, the employee must complete an average of Y each month, with Y meeting the requirements outlined in the Agency's operating procedures.

In order for the (State) to achieve its goal of completing X of watershed or area-wide resource plans, studies or inventories for flood prevention or mitigation during FY06, the employee must complete an average of Y each month, with Y meeting the requirements outlined in the Agency's operating procedures.

In order for the (State) to achieve its goal of completing X of watershed or area-wide resource plans, studies or inventories water conservation and water supply during FY06, the employee must complete an average of Y each month, with Y meeting the requirements outlined in the Agency's operating procedures.

In order for the (State) to achieve its goal of completing X of watershed or area-wide resource plans, studies or inventories for flood prevention or mitigation during FY06, the employee must complete an average of Y each month, with Y meeting the requirements outlined in the Agency's operating procedures.

In order for the (State) to achieve its goal of completing X of acres of wetlands created, restored or enhanced during FY06, the employee must complete an average of Y each month, with Y meeting the requirements outlined in the Agency's operating procedures.

In order for the (State) to achieve its goal of completing X of acres of agricultural lands managed for the protection and enhancement of habitat for species with declining populations during FY06, the employee must complete an average of Y each month, with Y meeting the requirements outlined in the Agency's operating procedures.

In order for the (State) to achieve its goal of completing X of acres of agricultural lands treated for which wildlife habitat is the primary or secondary resource concern during FY06, the employee must complete an average of Y each month, with Y meeting the requirements outlined in the Agency's operating procedures.

**Rating:**

- Exceeds Fully Successful**
- Meets Fully Successful**
- Does Not Meet Fully Successful**

## **Performance Appraisal Worksheet – GS 11 (Field) Soil Scientist**

Performance Element 2: Mission Results (Critical)

Performance Standard: Technical Support of MRLA Area

Standard is to be completed in accordance with General Manual, electronic-Field Office Technical Guide, National Food Security Act Manual and other appropriate documents. Specific results measured against the Agency's Progress Reporting System.

In order for the (Insert State Name) to achieve its goal of completing X number of acres of soil surveys mapped or updated during FY06, the employee must complete an average of Y acres of soil surveys mapped or updated each month, meeting the requirements outlined in the Agency's operating procedures.

In order for the (Insert State Name) to achieve its goal of completing X number of soil investigation studies conducted (characterization, water table, etc.) during FY06, the employee must complete an average of Y each month, while meeting the requirements outlined in the Agency's operating procedures.

In order for the (Insert State Name) to achieve its goal of completing X number of data map units populated or edited in National Soil Information system (NASIS) database during FY06, the employee must complete an average of Y each month, while meeting the requirements outlined in the Agency's operating procedures.

In order for the (Insert State Name) to achieve its goal of completing X number of field notes collected in National Soil Information system (NASIS) database during FY06, the employee must complete an average of Y each month, while meeting the requirements outlined in the Agency's operating procedures.

In order for the (Insert State Name) to achieve its goal of completing X number of data map units populated or edited in National Soil Information system (NASIS) database during FY06, the employee must complete an average of Y each month, while meeting the requirements outlined in the Agency's operating procedures.

**Rating:**

- Exceeds Fully Successful**
- Meets Fully Successful**
- Does Not Meet Fully Successful**