



Support / Administration Performance Assessment

Performance Assessment Form - Support/ Admin HRD-
DIS-FO-2015-0015-00

Employee WIN:

52355571

Employee Name:

Gonato, Junalyn

Supervisor / Manager Name:

Mirafuentes, Jay

Rating Scale

5.0 - Outstanding

4.0 or 4.5 - Exceeds Expectations

3.0 or 3.5 - Commendable / Meets Expectations

2.0 or 2.5 - Below Expectations

Competencies	Comments		Rating
Skills / Job Knowledge: Demonstrates the knowledge and skills necessary to perform assigned job duties; Understands trends in his/her area of work and the role that his/her position plays in the overall success of the group	Junalyn consistently demonstrates a strong grasp of the knowledge and skills required for their role. She stays current with industry trends and understands how their work contributes to the broader goals of the team and organization. Her expertise is often sought after by peers, and she proactively shares insights that enhance team performance.	Manager	5.0
Productivity / Planning: Maintains a high level of productivity and adjusts to variations in workload and assignments; Meets deadlines by effectively planning and organizing tasks	Junalyn maintains a steady level of productivity and effectively manages their workload. She plans and organizes tasks well, ensuring deadlines are met even during peak periods.	Manager	5.0
Quality: Demonstrates thoroughness and attention to detail, and completes assignments with a high level of accuracy; Focuses on continuous improvement in all aspects of the job	Work is consistently thorough and accurate, with a strong attention to detail. Junalyn takes pride in delivering high-quality results and actively seeks ways to improve processes and outcomes. Her commitment to continuous improvement is evident in their proactive approach to refining workflows.	Manager	5.0
Work Habits: Consistently adheres to company policies and procedures; Demonstrates a strong attendance record as well as punctuality	Junalyn adheres to company policies and maintains a reliable attendance and punctuality record. She demonstrates professionalism in their daily conduct and is dependable in fulfilling their responsibilities.	Manager	5.0
Communication: Demonstrates proficiency at expressing ideas and listening, as well as providing productive feedback; Prepares written documents that are organized, clear and have proper grammar, spelling and punctuation	Junalyn communicates clearly and effectively, both verbally and in writing. She's receptive to feedback and contributes constructively to team discussions. Written documents are well-organized and generally free of errors.	Manager	5.0
Teamwork: Develops solid working relationships within department; Demonstrates sensitivity to the needs, concerns and feelings of others by using diplomacy and tact	Junalyn fosters strong working relationships within the team and consistently demonstrates respect and empathy toward colleagues. She's collaborative, supportive, and contributes positively to the team dynamic, often stepping in to assist others when needed.	Manager	5.0
Adaptability: Readily adapts to new responsibilities or a change in assignment; Demonstrates a willingness to try new approaches when work environment changes or new ideas are presented	Junalyn adapts well to changes in assignments and responsibilities. She is open to new ideas and approaches and adjusts her work style as needed to meet evolving team and organizational needs.	Manager	5.0
Customer Focus: Understands customer expectations and consistently places customer satisfaction as a top priority; Focused on solving customer problems and escalates issues when appropriate to minimize disruption to the customer	Junalyn consistently prioritizes customer satisfaction and demonstrates a strong understanding of customer needs. She's proactive in resolving issues and escalating concerns appropriately to ensure minimal disruption to the customer experience.	Manager	5.0
Problem Solving: Identifies errors, problems, and areas of weakness within their work environment; Evaluates alternative solutions; able to break down a complex issue into smaller manageable chunks	Junalyn identifies problems effectively and evaluates potential solutions with a logical and structured approach. She can break down complex issues and contributing to practical resolutions.	Manager	5.0

Average Competency Rating
(Manager Ratings Only)

5.0

Manager's Signature:

JAY MIRAFUENTES

Date:

1-Jun-25

Manager FINAL

5.0