Employee Name: Month: Observer Name:

**Observation #1 Knowledge**  **Date:**

* Resource Specialist helps the customer with her/his WorkInTexas application by explaining how a good application will help the customer match with jobs, and helping customers who need help in completing and using the application. [ ] Yes [ ] No
* Resource Specialist responds to customer requests by giving accurate helpful information including resume critiques and assistance when appropriate. [ ] Yes [ ] No
* Resource Specialist is sufficiently knowledgeable to provide labor market information, information about office resources, community resources, and use of resource room materials and equipment (The supervisor may measure this performance by observation of the Resource Specialist interacting with a customer or by questions from the supervisor or designated staff person concerning knowledge in the areas listed.) [ ] Yes [ ] No

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| Comments: ***\* Every area must be completed for each observation.*** |
| Observers Signature/Initials | Employee’s Signature/Initials  |

**Observation #2 Knowledge** **Date:**

* Resource Specialist helps the customer with her/his WorkInTexas application by explaining how a good application will help the customer match with jobs, and helping customers who need help in completing and using the application. [ ] Yes [ ] No
* Resource Specialist responds to customer requests by giving accurate helpful information including resume critiques and assistance when appropriate. [ ] Yes [ ] No
* Resource Specialist is sufficiently knowledgeable to provide labor market information, information about office resources, community resources, and use of resource room materials and equipment (The supervisor may measure this performance by observation of the Resource Specialist interacting with a customer or by questions from the supervisor or designated staff person concerning knowledge in the areas listed.) [ ] Yes [ ] No

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| Comments: ***\* Every area must be completed for each observation.*** |
| Observers Signature/Initials | Employee’s Signature/Initials  |

**Observation #3 Knowledge**  **Date:**

* Resource Specialist helps the customer with her/his WorkInTexas application by explaining how a good application will help the customer match with jobs, and helping customers who need help in completing and using the application. [ ] Yes [ ] No
* Resource Specialist responds to customer requests by giving accurate helpful information including resume critiques and assistance when appropriate. [ ] Yes [ ] No
* Resource Specialist is sufficiently knowledgeable to provide labor market information, information about office resources, community resources, and use of resource room materials and equipment (The supervisor may measure this performance by observation of the Resource Specialist interacting with a customer or by questions from the supervisor or designated staff person concerning knowledge in the areas listed.) [ ] Yes [ ] No

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| Comments: ***\* Every area must be completed for each observation.*** |
| Observers Signature/Initials | Employee’s Signature/Initials  |

**Observation #4 Knowledge**  **Date:**

* Resource Specialist helps the customer with her/his WorkInTexas application by explaining how a good application will help the customer match with jobs, and helping customers who need help in completing and using the application. [ ] Yes [ ] No
* Resource Specialist responds to customer requests by giving accurate helpful information including resume critiques and assistance when appropriate. [ ] Yes [ ] No
* Resource Specialist is sufficiently knowledgeable to provide labor market information, information about office resources, community resources, and use of resource room materials and equipment (The supervisor may measure this performance by observation of the Resource Specialist interacting with a customer or by questions from the supervisor or designated staff person concerning knowledge in the areas listed.) [ ] Yes [ ] No

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| Comments: ***\* Every area must be completed for each observation.*** |
| Observers Signature/Initials | Employee’s Signature/Initials  |

A total of 12 points a month or 144 points for a year is possible for this expectation.