



**Assessment of the Performance of the MDHA Administrator**

In order to provide a meaningful and fair evaluation of the performance of the Association Administrator since her contract began in January 2004, the Central Office Search Task Force /Association Administrator Review Committee have together developed the following questionnaire. For additional background, which may assist you in completing this evaluation, please refer to the *MDHA Policy and Procedure Manual*, II-D-10, Executive Director/Association Administrator duties and responsibilities. **Trustees and Component Presidents please fill out this important survey and return to me by email or USPO mail, by April 1, 2013.**

**THANK-YOU FOR YOUR TIME.**

**Cheryl Bentley RDH, MDHA PRESIDENT-ELECT**  
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1=Outstanding    2=Above Average    3=Average    4=Below Average    5=Unsatisfactory    6=Not Applicable  
*See Attachment I for definitions of scoring standards*

**Time Management and Organizational Skills, including quality:**

How successful is the AA at assessing a task and making plans to complete the work in a timely manner?

1                       2                       3                       4                       5                       6

Comments:

Does the AA answer the MDHA telephone in a timely manner?

1                       2                       3                       4                       5                       6

Comments:

Are you satisfied with the quality of the printed or electronic materials you receive from MDHA's Central Office?

1                       2                       3                       4                       5                       6

Comments:

**Team Work and Adaptability:**

Are you satisfied with the AA's performance as a team player?

1                       2                       3                       4                       5                       6

Comments:

How effectively does the AA respond to change and opportunities of the Association?

1                       2                       3                       4                       5                       6

Comments:

How effectively does the AA communicate with MDHA Officers, Trustees, and Members?

1                       2                       3                       4                       5                       6

Comments:

**Judgment:**

How satisfied are you with the AA's ability to identify and deal with relevant problems, to analyze all factors involved in decisions, and to reach sound conclusions on a timely basis?

1                       2                       3                       4                       5                       6

Comments:

**Use of Skills and Knowledge:**

Does the AA assesses the effective application of skills and knowledge required for the position?

1                       2                       3                       4                       5                       6

Comments:

**Professionalism:**

Does our AA portray herself in a professional manner?

1

2

3

4

5

6

Comments:

1. Please describe the Association Administrators’ strengths. Include positive interactions you have had.  
*(e.g.: I worked with Association Administrator (AA) to acquire sponsorship for an event. AA’s knowledge and networking guided me to success in his area.)*
  
2. Please describe areas where you feel growth or improvement could occur. *(e.g.: as a member, I would like to know when I could speak with the Association Administrator (in person) on certain dates and times listed on the MDHA answering machine.)*
  
3. Has the membership list generated from ADHA been sent to your Treasurer or Trustee by MDHA's Central Office?
  
4. Please list opportunities MDHA Officers, Trustees, and members can offer to further develop the Association Administrators’ skills.
  
5. How can the officers, trustees, committee/task force chairs enhance the performance of the Association Administrator?  
*(e.g., limit last minute requests, realizing that the Association Administrator has to prioritize duties and responsibilities.)*

Any other comments you would like to make?

**Attachment I**

**Definitions of Scoring Standards**

**Outstanding:**

Employee demonstrates a superior performance. Works independently with little or no supervision required. Always gives her best. Employee excels in dedication, performance, and enthusiasm. Conceives, creates, and implements new ideas into working procedures that benefits the association. Employee recommends methods of revising work procedures to improve current processes and approaches new projects with enthusiasm and confidence. Employee demonstrates confidentiality, professionalism, and respect in all aspects of work and interaction with others. Also demonstrates leadership qualities through performance, and on-going consistency in work. Offers constructive criticism in a non-judgmental way and accepts constructive criticism with a positive attitude toward reevaluating self, situations, and possibilities of quality improvements in performance.

**Above Average:**

Employee maintains an excellent attitude. Actively demonstrates enthusiasm, excellence, and dedication in all aspects association management. Performs duties well, giving effort and attention to details. Supportive of members, officers, trustees, committee/task force chairs and is willing to become involved in changes for the future. Shows respect for and dedication to her position. Stays focused on her job and the best interests of the association. Employee completes projects in a timely manner and learns new tasks and procedures quickly. Employee needs very little supervision and consistently puts forth extra effort. Is enthusiastic, responsible, and communicates well.

**Average:**

Employee is able to perform duties as listed in job description, nothing more or less. Is a good worker and meets position requirements. Performs tasks adequately but does not put forth any extra effort. Maintains the mean, does the job with no extra contributions, but does not cause problems. Employee fulfills basic position requirements, nothing more or less.

Attachment I Definitions of Scoring Standards Continued

**Below Average:**

Employee performs duties, but lacks the knowledge or desire to learn new things. Complaining, not really wanting to do job. Employee does not always complete the assigned tasks, does not have a good attitude and performs duties inadequately. Barely meets job requirements. Employee lacks enthusiasm.

**Unsatisfactory:**

Employee is not motivated. Puts no effort put into position and consistently under-achieving. Does not understand position duties and responsibilities and does not care. Employee does not take direction well and does not meet even basic requirements. Employee works against association efforts and creates problems.

**Not Applicable**

Respondent does not have the proper information/background to answer the question.