

**BETHESDA HEALTH GROUP, INC**  
**JOB DESCRIPTION/PERFORMANCE APPRAISAL**

**JOB TITLE:** Storeroom Clerk Employee Name: \_\_\_\_\_  
**DEPARTMENT:** Corporate Purchasing Hire Date: \_\_\_\_\_  
**SUPERVISED BY:** Director of Purchasing Review Date: \_\_\_\_\_  
**JOB CLASSIFICATION:** Non-Exempt

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All the duties and standards of this position will be performed according to established policies, procedures and guidelines within the department and the organization.

These examples of work are not all encompassing or restrictive, and are expected to vary with changing needs and priorities. The duties for a specific position with this title will be defined and assigned by the immediate department director/manager.

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**Job Summary:**

Under the supervision of the Director of Purchasing, the Storeroom Clerk performs receiving, controlling, storing and accurately issuing all items stored in inventory stock. Handles all in-house printing, maintaining all printing equipment. Maintains forms and control files. Assists in driving the Corporate Van to transport mail and goods to the various corporate locations.

**JOB QUALIFICATIONS:**

- A) **EDUCATION AND TRAINING:**  
High school diploma or equivalent.
- B) **LICENSING/REGISTRATION/CERTIFICATION:**  
None.
- C) **EXPERIENCE:**  
Previous experience in storage and distribution of supplies is desired. Knowledge of medical and surgical supplies and equipment will help the clerk be more effective. Clerical aptitude, cooperation tact, accuracy, and productivity are required.
- D) **SKILLS AND ABILITIES:**  
Excellent communication skills to interact verbally with patients, visitors and staff.  
Ability to manage time and organize daily schedule to meet productivity standards.

An individual without requisites stated above may present a written justification explaining the relevance of his/her background for a specific vacant position. Depending on organizational needs and availability of more qualified applicants, an applicant may have some or all requisites revised or waived at Bethesda Health Group's discretion.

**PHYSICAL AND MENTAL EFFORT:**

- Ability to concentrate on detailed work of several projects for prolonged periods of time.
- Ability to adjust routine to accommodate department without affecting departmental flow.
- Ability to communicate with coworkers.
- Ability to lift objects weighing 50 pounds; have good hand-eye coordination skills; stand for prolonged periods; see objects closely; and hear normal sounds with some background noise.
- Extensive amount of walking required.
- Evidence of good health, grooming and a professional manner.
- Ability to communicate on a personal and professional level and possess a sense of responsibility, initiative and honesty.
- Ability to withstand temperature and humidity changes. Must adjust to performing routine, repetitive tasks.

**ENVIRONMENTAL AND WORKING CONDITIONS:**

Health care setting. May be exposed to sharps, blood, body fluids, and chemicals.

**BLOOD BORNE PATHOGENS CATEGORY:** Exposure Risk: Low-Offer Hepatitis B vaccination

**HEPATITIS A VACCINATION:** Not Required

**MACHINES/EQUIPMENT/TOOLS:**

**PRIMARY:** Telephone Computer Hardware and Software Lifts/dollies

**SECONDARY:** Facsimile Machine  
Copier

**HIPAA Requirement: PHI Access**

Purchasing staff will have only access to a resident's protected health information that might occur during the procuring of supplies (or a piece of equipment) for a specific resident.

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The purpose of the performance review is for the supervisor and the employee to thoroughly review the employee's past performance and develop goals and objectives for the coming year.

The following performance levels should be used to rate the employee's level of performance with regard to each duty:

A rating of 1 – DOES NOT MEET STANDARDS: The standard is not always met. The level of performance is generally below what is expected, showing need for improvement. A plan of action for improvement must be written.

A rating of 3 – MEETS STANDARDS: The standard is met. The level of performance meets the standard requirements of the position. Assignments are performed in an acceptable manner.

A rating of 5 – EXCEEDS STANDARDS: The standard is met. The level of performance consistently exceeds the standard requirements of the position. Assignments are performed in an exemplary manner.

A rating of 2 or 4 can also be given if in between category performance is assessed.

The Reviewer rates the employee's performance in the rating section. The Reviewer then makes appropriate comments related to the specific job responsibility. Upon completion of the evaluation session, both the employee and supervisor sign the performance review. The employee may have a copy of the completed review. The completed performance review is forwarded to Human Resources. All sections must be completed with appropriate dates and signatures.

**PERFORMANCE RESPONSIBILITIES:**

The following description of job responsibility and standards is intended to reflect the major responsibilities and duties of the job, but is not intended to describe minor duties and other responsibilities as may be assigned.

**RESPONSIBILITIES AND STANDARDS:**

All are essential job functions according to ADA guidelines. These are measured by supervisory observation, staff and resident/family feedback, review of documentation, and in-service attendance.

**PART I PERFORMANCE LEVEL SCORING – JOB DESCRIPTION**

- 1. Responsible for shipping and receiving of equipment and supplies. Maintaining log of packages shipped out. Received, verifies number of packages and maintains receiving log. Verifies against packing slip and reporting any discrepancy to buyer. Accurate delivery of packages or equipment to department or storeroom. Maintain backlog in receiving of less than one working day. Maintain supply issue/delivery schedule; fill and deliver all orders within one working day.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

- 2. Responsible for maintaining printing equipment and all in house forms. Printing of in house forms on request within 3 days. Maintain list of forms printed. Maintains forms control files. Maintains printing equipment and keeping area clean and safe.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

- 3. Responsible for knowing how to safely and properly operate office equipment and printing equipment. Know how to safely and properly operate Printing Press, Electric drill, Paper jogger, Paper cutter, Padding machine, Copier, Typewriter, Laminating Machine.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

- 4. Contributes to area productivity and efficient departmental operations. Answers phone when other departmental personnel are occupied. Maintain good relationship with coworkers.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

- 5. Responsible for safe and clean storeroom. Shelves are kept dusted and clean. Oldest stock by receipt or expiration date is rotated to front of shelf and used first. Stock shelves with stock number, description are faxing forward.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

- 6. Participates in orientation, training and continuing education and performance improvement activities. Assists with orientation of new employees according to department orientation policy. Participates in continuing education activities for personal and professional growth. Attends corporate mandatory inservices. Assists with and participates in Departmental Continuing Performance Improvement Program.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

- 7. Performs other duties as assigned.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**EMPLOYEE ACKNOWLEDGMENT:**

I have reviewed and I understand the job duties and expectations outlined in this job description. I agree to perform the work in a manner acceptable to my immediate supervisor and within guidelines defined in the policies and procedures of Bethesda Health Group, Inc. I also understand that continued employment will depend on my demonstrated ability to perform the work as expected.

Employee: \_\_\_\_\_ Date \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date \_\_\_\_\_

**JOB DESCRIPTION APPROVAL:**

Department Manager: \_\_\_\_\_ Date \_\_\_\_\_

Administrator: \_\_\_\_\_ Date \_\_\_\_\_

Job Description Review/Revision Date: 3/03, 7/05, 6/06, 2/08, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,

**BEHAVIOR EXPECTATIONS FOR ALL HOURLY EMPLOYEES**

**Customer Service** –Uses tact, courtesy and good judgment in dealing with others. Treats all with consideration, respect and dignity. Respects resident and staff confidentiality. Demonstrates ability to consider diverse needs of others regardless of culture, religion, disability, etc.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Collaboration/Communication** – Demonstrates willingness to work with others (physicians, staff, residents, families, visitors) in accomplishing day-to-day work activities. Listens to ideas of others and effectively communicates own thoughts. Maintains flexibility to adapt to different methods of achieving work-related goals. Open to change.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Excellence** – Demonstrates passion for excellence in day-to-day work activities. Is proactive in working toward quality standards established in the organization and department. Contributes to the achievement of team and department goals. Participates in the Continuous Quality Improvement process as requested.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Ethics** - Maintains ethical standards required by Bethesda’s Code of Conduct. Demonstrates accountability and takes initiative.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Orientation** - Assists with new employee orientation as requested. Creates a receptive environment for new employees, making them welcome and assisting both informally and formally with new employee orientation (such as being a mentor, preceptor, etc. to assist with acclimation to the facility.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Dress Code** – Wears ID badge. Wears clean well-maintained attire as required by job. Always appears well groomed, with make-up, jewelry, nails and hairstyle maintained in moderate style per dress code in the Employee Handbook. Always maintains an appearance that promotes a business image suited to the needs and requirements of department & position.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Attendance/Timekeeping** – Maintains proper attendance (three occurrences of absenteeism in a 90 day period is excessive & two occurrences of absence in conjunction with scheduled time-off is excessive). Demonstrates flexibility in scheduling and adheres to policies regarding rest and meal periods. Clocks in/out with badge on scheduled days and reports for work at designated start time. (Two occurrences of tardiness in excess of one (1) minute in a pay period is excessive.)

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Safety** – Demonstrates safe work habits and knowledge of all related requirements and practices relative to job assignment. Completes Incident Reports according to policy for any work-related illness or injury and seeks necessary first aid and treatment. Uses required precautions to prevent injuries such as needle sticks, falls, and back injuries. Wears required safety attire specific to the job. Follows all established infection control practices. Follows established safety precautions in the use of supplies and equipment. Completes incident reports according to policy for any work related illness or injury and seek first aid and treatment as necessary. Assists in maintaining a safe, clean and comfortable environment for the resident, including reporting any hazardous conditions or equipment. Knows emergency plans and participates in all emergency preparedness activities (including drills) in a professional and competent manner.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Resident Rights:** Demonstrates awareness of residents' rights. Maintains confidentiality of all resident information. Treats all residents fairly and with kindness, dignity and respect. Respects resident's privacy including providing care in privacy and knocking before entering a resident's room. Is aware of, and practices in a manner to prevent resident abuse. Knows reporting procedure to report suspected abuse or neglect. Knows the definition of resident abuse and practices the methods to help prevent abuse. Makes appropriate persons aware of any resident complaint or grievance.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**Education/Competencies/Employee Health** – Has attended the mandatory continuing education courses & competencies as designated by the employees' position and outlined on the Employee Education Record (See Attached Pink Sheet). Reminder: all nursing staff are required to complete a minimum of 12 continuing education hours per evaluation year. Employee has received annual PPD testing, physical assessment and Hepatitis A & B series as required by position. Employee takes responsibility for professional growth.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**SPECIFIC TO POSITIONS WITH PATIENT CONTACT**

**Appropriateness of Care** – Has the knowledge of growth and development and takes age and other diverse needs of patients served into consideration. Possesses the ability to understand and respond effectively to residents' needs.

Rating \_\_\_\_\_ Comments: \_\_\_\_\_

**REQUIREMENTS FOR ANNUAL INCREASE**  
Annual PPD & Mandatory Continuing Education Courses Completed

Annual PPD Completed on \_\_\_\_\_ (Date) Verified By \_\_\_\_\_ (Supervisor signature)

Inservices Completed on \_\_\_\_\_ (Date) Verified By \_\_\_\_\_ (Supervisor signature)

**IF AN EMPLOYEE HAS NOT COMPLETED THEIR MANDATORY CONTINUING EDUCATION COURSES AND THEIR ANNUAL PPD, THEIR ANNUAL RAISE WILL BE DELAYED UNTIL THESE ARE COMPLETED.**

**SCORING SUMMARY**

Add the Total of ratings given for each section in the Performance Appraisal.

Performance Level: \_\_\_\_\_ Total Points Earned/Total number of job duties = Average Score:  
 Job Description \_\_\_\_\_ / Number of job duties \_\_\_\_\_ = \_\_\_\_\_  
 Total Points Earned/Total number of Behavioral Expectations = Average Score:  
 Behavioral Expectations \_\_\_\_\_ / Number of Behavioral Expectations \_\_\_\_\_ = \_\_\_\_\_

**Reminder: Comments must be added for each area in which the standard has been exceeded or has not been met.**

**Overall Score – Job Description average score + Behavioral Expectations average score/2**

\_\_\_\_\_ + \_\_\_\_\_ /2 = \_\_\_\_\_

Pay Grade: \_\_\_\_\_ Quartile: \_\_\_\_\_

Manager to complete:

Current Pay Rate: \$ \_\_\_\_\_ % Increase \_\_\_\_\_ New Pay Rate: \$ \_\_\_\_\_

Salary Increase Approval \_\_\_\_\_  
(Administrative signature)

Summarize areas for improvement (Any rating of "DOES NOT MEET STANDARD" MUST INCLUDE A PLAN OF ACTION FOR IMPROVEMENT.) Note any disciplinary action given during the last review period.

Summarize goals established and accomplished at or since last review. Note any accomplishments that would indicate performance-exceeding standards.

Identify employee developmental goals for upcoming review period.

| GOALS | ACTION PLAN |
|-------|-------------|
| 1.    |             |
| 2.    |             |
| 3.    |             |
| 4.    |             |

Employee's Signature\*\* \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's Name (Please print) \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

\*\*If the employee wishes to make written comments regarding the performance review, the comments may be submitted to the supervisor and will be attached to this form, becoming a permanent part of the evaluation.