

Supervisor: Manage Job Duties & Performance Criteria

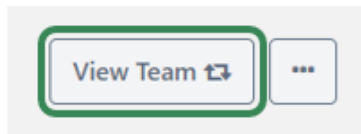
The following steps guide a *supervisor* through updating job duties and performance criteria. This includes adding new duties, editing job duties & performance criteria, submitting draft job duties, and undoing accidental job duty cancellations. Please note, **job duties should not be cancelled**. They should instead be rated as “N/A- Duty No Longer Performed” during Stage B and/or C.

How to Create a New Job Duty

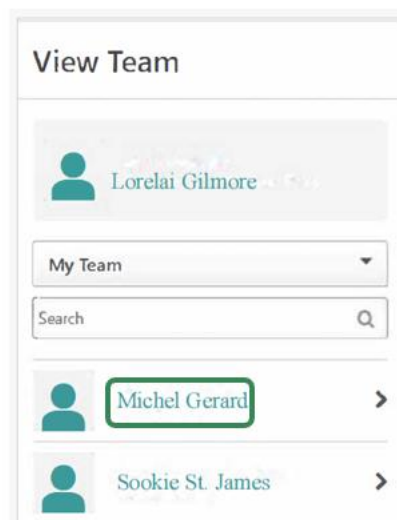
STEP 1. Sign in to your **MyPath** account at **mass.csod.com** (Login is your employee ID).

STEP 2. Click the [Create and Manage Duties link](#) to be brought to the **Snapshot** page.

STEP 3. Click the **View Team** button.

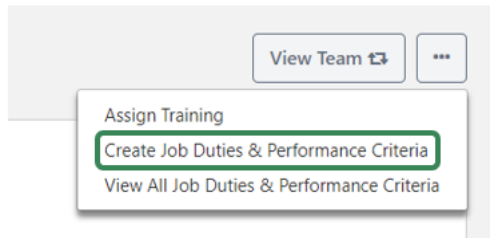


STEP 4. Click the **Employee's Name** link from the organizational chart below. The employee's name will then appear in the **Title**.



STEP 5. Click the ellipses “...” (**Options** button) in the top right corner of the screen.

STEP 6. Click the **Create Job Duties & Performance Criteria** button.



STEP 7. Briefly name the job duty in the **Duty** text box.

A screenshot of a form with a text box labeled 'Duty *'. The text box contains the text 'Duty 1: Monitor the Front Desk'. Above the text box, there is a red error message that says 'All fields marked "*" are required'.

STEP 8. Next, use the **Performance Criteria** text box to list criteria that define how to be successful in completing the job duty.

Note: The Start Date and Due Date should automatically be set to the current review period. Do not change these dates *unless* the employee is in a Stretched review cycle.

A screenshot of a form with a text box labeled 'Performance Criteria: (Successful if) *'. The text box contains a bulleted list of four criteria: 'Provide excellent customer service when assisting hotel guests', 'Sign for any packages that arrive for the hotel', 'Ensure all phone calls and voicemails are addressed by the end of the day', and 'Answer all emails within 24-hours'. The text box has a rich text editor toolbar at the top with buttons for bold, italic, underline, strikethrough, bulleted list, numbered list, link, unlink, and a 95% zoom level.

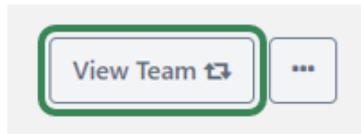
STEP 9. Click the **Submit** button to add the duty to the performance review or click the **Cancel** button to return to the prior screen.

How to Edit a Job Duty

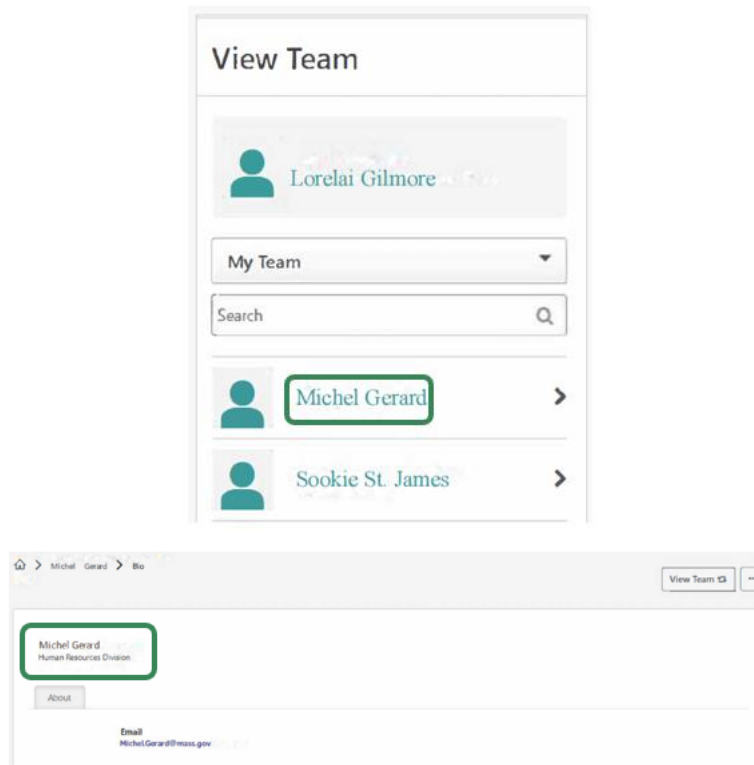
STEP 1. Sign in to your **MyPath** account at **mass.csod.com** (Login is your employee ID).

STEP 2. Click the [Create and Manage Duties link](#) to be brought to the **Snapshot** page.

STEP 3. Click the **View Team** button.

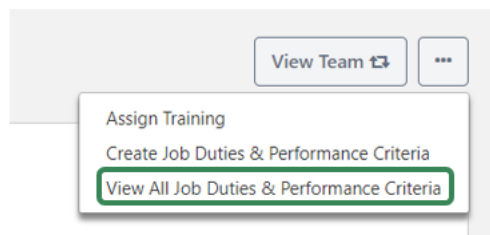


STEP 4. Click the **Employee's Name** link from the organizational chart below. The employee's name will then appear in the **Title**.



STEP 5. Click the ellipses "..."/> (Options button) in the top right corner of the screen.

STEP 6. Click the **View All Job Duties & Performance Criteria** button.



STEP 7. Click the **Goal Options** dropdown button and then select the **Edit** menu item.

STEP 8. Review and edit the Job Duty as needed in the **Duty** text box.

STEP 9. Next, use the **Performance Criteria** text box to review and edit the performance criteria as needed.

Note: The Start Date and Due Date should automatically be set to the current review period. Do not change these dates *unless* the employee is in a Stretched review cycle.

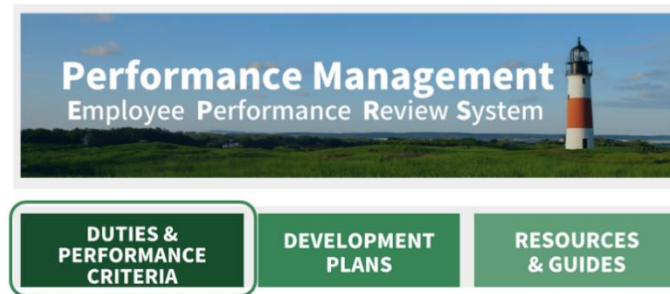
STEP 10. Click the **Submit** button to add the duty to the performance review or click the **Cancel** button to return to the prior screen.

How to Approve/Deny a Job Duty

STEP 1. Sign in to your **MyPath** account at **mass.csod.com** (Login is your employee ID).

STEP 2. On the homepage, locate the **Job Duties & Performance Criteria** or **MassPerform Expectations & Goals** button.

Note: If you personally participate in EPRS as an employee, this button will read as **Job Duties & Performance Criteria**. If you personally participate in MassPerform as an employee, this button will read as **MassPerform Expectations & Goals**.



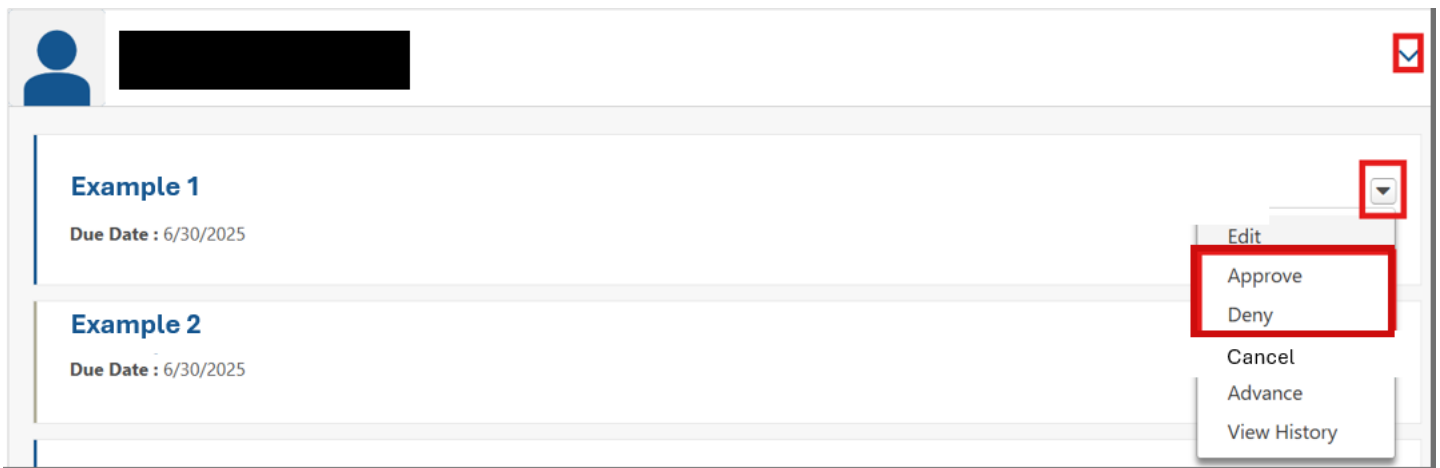
STEP 3. On either the **Job Duties & Performance Criteria** or **MassPerform Expectations & Goals** page, select the "Team Expectations and Goals" tab.

Team Expectation & Goals

A screenshot of the "Team Expectation & Goals" interface. At the top, there are two tabs: "My Expectation & Goals" and "Team Expectation & Goals", with the latter highlighted and enclosed in a red box. Below the tabs, there is a section with filters and a search button. The filters include a "Current Period" dropdown menu, two date input fields (7/1/2025 and 6/30/2026) with calendar icons, a "Search" button, and two checkboxes for "Display Cancelled" and "Hide Completed". At the bottom, there is an "All Statuses" dropdown menu.

Note: The Start Date and Due Date should automatically be set to the current review period. Do not change these dates *unless* the employee is in a Stretched review cycle.

STEP 4. Locate the employee of interest and select the **Expand User Goals** dropdown button.



STEP 5. Select “**approve**” or “**deny**,” as needed.

How to Submit a Draft Job Duty

STEP 1. Sign in to your **MyPath** account at **mass.csod.com** (Login is your employee ID).

STEP 2. On the homepage, locate the **Job Duties & Performance Criteria** or **MassPerform Expectations & Goals** button.



Note: If you personally participate in EPRS as an employee, this button will read as **Job Duties & Performance Criteria**. If you personally participate in MassPerform as an employee, this button will read as **MassPerform Expectations & Goals**.

STEP 3. In your **My Job Duties & Performance Criteria** tab, scroll down until you locate the draft Job Duty.

Note: If you personally participate in MassPerform, this will be called the **My Expectations & Goals** tab.

STEP 4. Click the **Goal Options** dropdown button and then select the **Edit** menu item.

STEP 5. Review and edit the Job Duty as needed.

Note: The Start Date and Due Date should automatically be set to the current review period. Do not change these dates *unless* the employee is in a Stretched review cycle.

STEP 6. Ensure that the correct employee or employees have been selected under the **Assignment** section.

Assignment *

Select which users or OUs this goal should be assigned to.

☐ Yourself
 ☒ Your team
 ☐ Custom Assignment

<input type="checkbox"/>	Name	Title	Direct and Indirect Reports <input type="checkbox"/>
<input checked="" type="checkbox"/>	Michel Gerard		<input type="checkbox"/>
<input checked="" type="checkbox"/>	Sookie St. James		<input type="checkbox"/>

Important: Never select the **Direct and Indirect Reports** checkbox.

STEP 7. Click the **Submit** button to add the duty to the performance review or click the **Cancel** button to return to the prior screen.

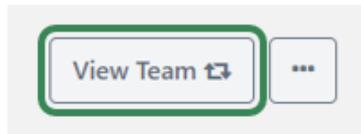
How to Undo a Job Duty Cancellation

The following steps guide a *supervisor* through undoing a job duty cancellation. **It should be noted that job duties should not be cancelled.** They should instead be rated as “N/A- Duty No Longer Performed” during Stage B and/or C. However, if a duty is cancelled in error, these steps illustrate how to undo the action.

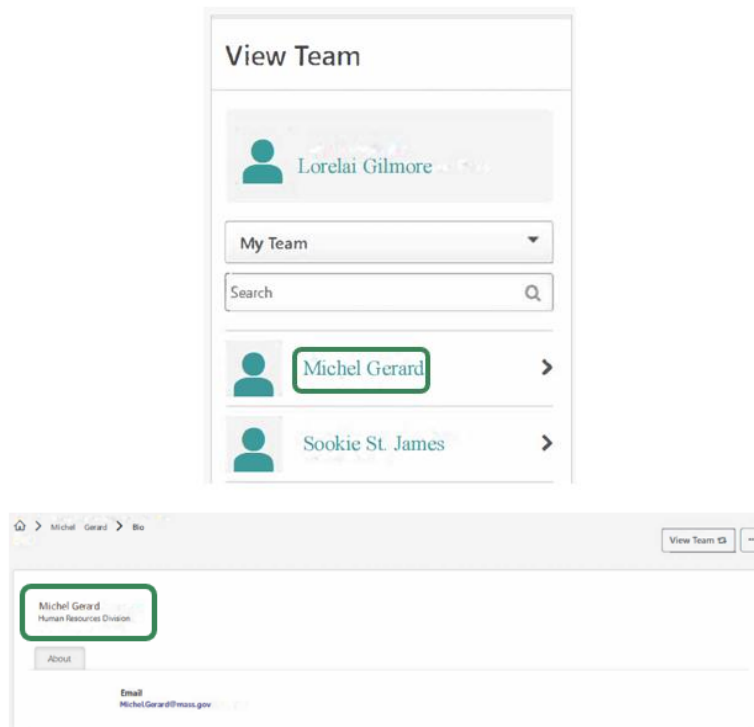
STEP 1. Sign in to your **MyPath** account at **mass.csod.com** (Login is your employee ID).

STEP 2. Click the [Create and Manage Duties link](#) to be brought to the **Snapshot** page.

STEP 3. Click the **View Team** button.

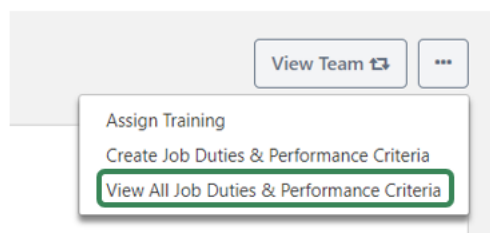


STEP 4. Click the **Employee's Name** link from the organizational chart below. The employee's name will then appear in the **Title**.



STEP 5. Click the ellipses “...” (**Options** button) in the top right corner of the screen.

STEP 6. Click the **View All Job Duties & Performance Criteria** button.



STEP 7. Select the **Display Cancelled** checkbox.

Current Period ▼ 7/1/2024 6/30/2025 Search

☒ Display Cancelled ☐ Hide Completed

STEP 8. Click the **Goal Options** dropdown button and then select the **Edit** menu item.

Steven Adamek > Snapshot > Goals

Job Duties & Performance Criteria Create View Team ***

Current Period ▼ 7/1/2023 6/30/2024 Search

☐ Display Cancelled ☐ Hide Completed

Duty 1: Monitor the Front Desk
Due Date : 6/30/2024

Edit
Copy
Cancel
View History

STEP 9. Review and edit the Job Duty as needed in the **Duty** text box.

All fields marked "*" are required

Duty *

Duty 1: Monitor the Front Desk

STEP 10. Next, use the **Performance Criteria** text box to review and edit the performance criteria as needed.

Note: The Start Date and Due Date should automatically be set to the current review period. Do not change these dates *unless* the employee is in a Stretched review cycle.

Performance Criteria: (Successful if): *

B I U S T L

- Provide excellent customer service when assisting hotel guests
- Sign for any packages that arrive for the hotel
- Ensure all phone calls and voicemails are addressed by the end of the day
- Answer all emails within 24-hours

STEP 11. Click the **Submit** button to add the duty to the performance review or click the **Cancel** button to return to the prior screen. Once submitted, the job duty will no longer appear as cancelled.