



Supervisor: Manage Job Duties & Performance Criteria

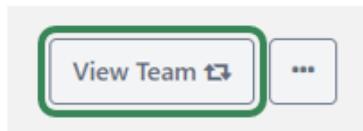
The following steps guide a **supervisor** through updating job duties and performance criteria. This includes adding new duties, editing job duties & performance criteria, submitting draft job duties, and undoing accidental job duty cancellations. Please note, **job duties should not be cancelled**. 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

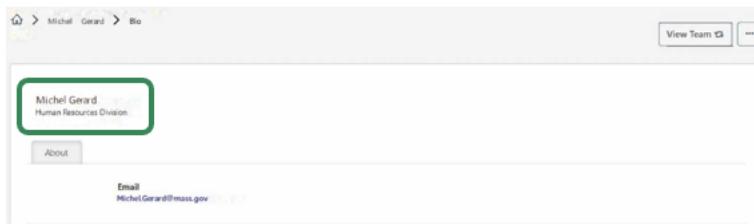
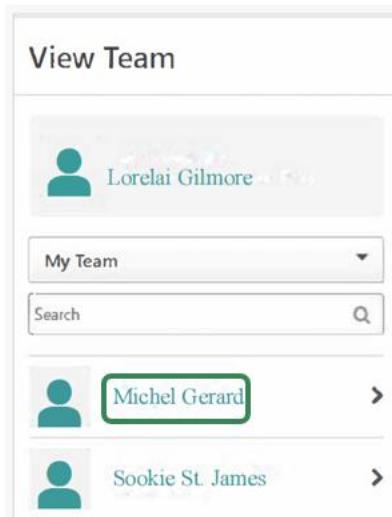
STEP 1. Sign in to your **MyPath** account at **mass.csod.com** (Login is your employee ID).

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

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

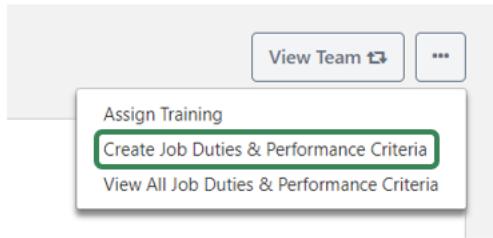


STEP 4. Click the **Employee’s Name** link from the organizational chart below. The employee’s name will then appear in the **Title**.



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 software interface showing a text input field. The placeholder text is 'Duty *' and the input field contains 'Duty 1: Monitor the Front Desk'. Above the input field, a note 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 software interface showing a text area for 'Performance Criteria'. The title is 'Performance Criteria: (Successful if:)*'. The text area contains a list of bullet points: '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'. Above the text area are standard rich text editing buttons: B, I, U, S, T_x, .

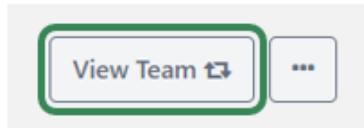
STEP 9. Click the **Submit** button to add the duty to the performance review or click the **Cancel** button to return to the prior screen.

How to Edit a Job Duty

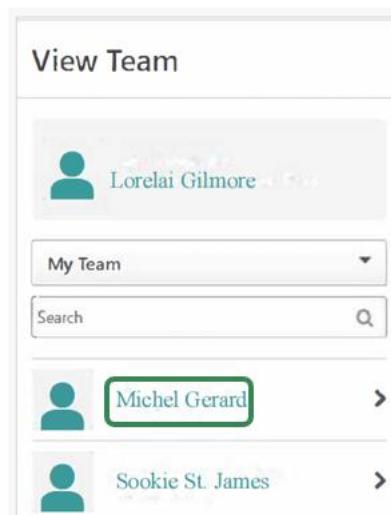
STEP 1. Sign in to your **MyPath** account at **mass.csod.com** (Login is your employee ID).

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

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

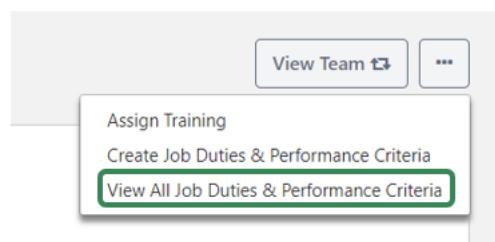


STEP 4. Click the **Employee's Name** link from the organizational chart below. The employee's name will then appear in the **Title**.



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.

The screenshot shows a user interface for managing job duties and performance criteria. At the top, there are navigation links: Home > Steven Adamek > Snapshot > Goals. Below this is the title 'Job Duties & Performance Criteria'. On the right, there are buttons for 'Create', 'View Team', and '...'. The main area has a search bar with dropdowns for 'Current Period' (7/1/2023 to 6/30/2024) and a 'Search' button. Below the search bar are checkboxes for 'Display Cancelled' and 'Hide Completed'. A list of duties is shown, with the first item 'Duty 1: Monitor the Front Desk' selected. A context menu is open for this item, with the 'Edit' option highlighted. Other options in the menu are 'Copy', 'Cancel', and 'View History'.

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

The screenshot shows a form for editing a duty. At the top, a message says 'All fields marked "*" are required'. Below this is a 'Duty' field with the value 'Duty 1: Monitor the Front Desk'. The entire form is enclosed in a light gray border.

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.

The screenshot shows a text box for entering performance criteria. The title is 'Performance Criteria: (Successful if:)*'. Below the title is a rich text editor toolbar. The text box contains a list of bullet points: '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'.

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 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**.

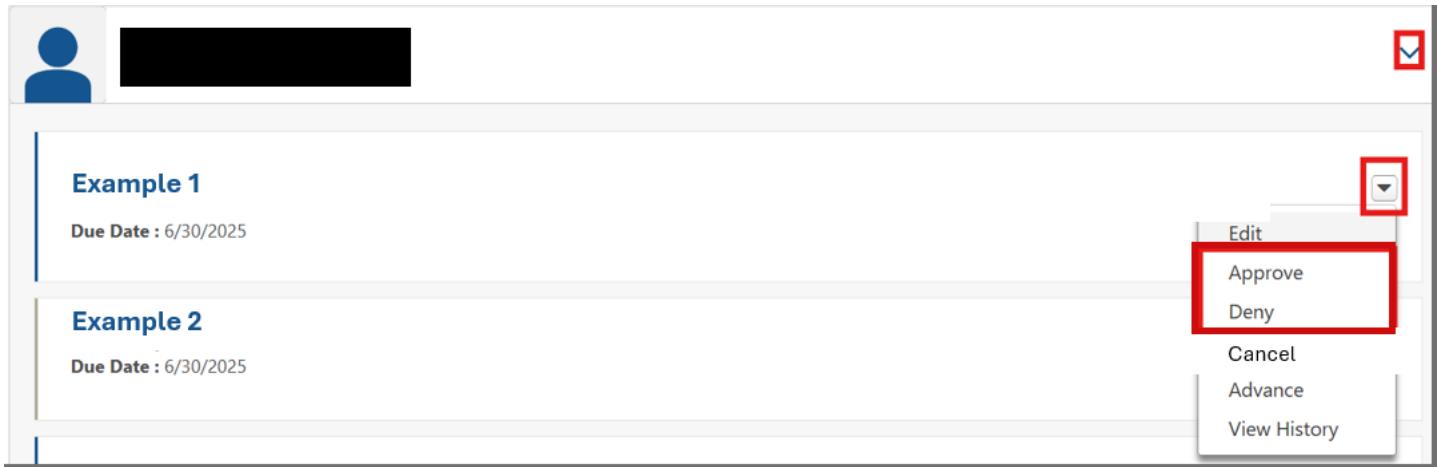


STEP 3. On either the **Job Duties & Performance Criteria** or **MassPerform Expectations & Goals** page, select the “Team Expectations and Goals” tab.

Team Expectation & Goals

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.



Example 1
Due Date : 6/30/2025

Example 2
Due Date : 6/30/2025

Approve

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.

Name	Title	Direct and Indirect Reports
<input checked="" type="checkbox"/> Michel Gerard	                                      <img alt="	

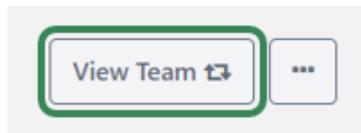
How to Undo a Job Duty Cancellation

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.

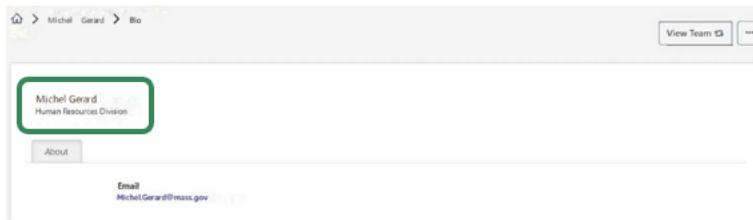
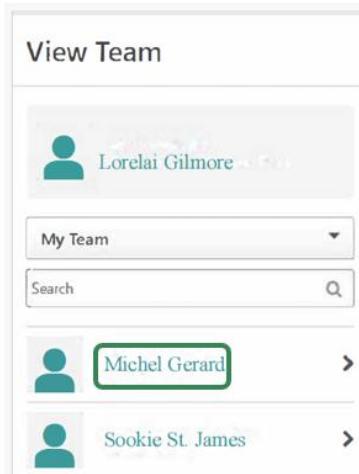
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STEP 3. Click the **View Team** button.

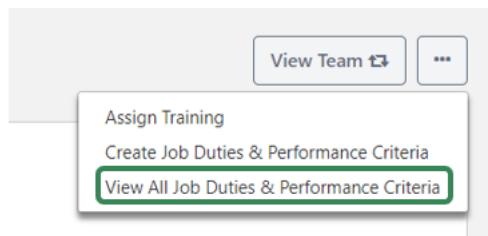


STEP 4. Click the **Employee’s Name** link from the organizational chart below. The employee’s name will then appear in the **Title**.

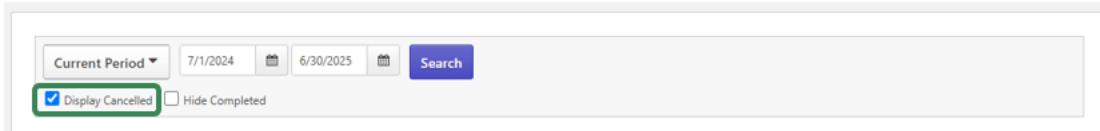


STEP 5. Click the ellipses “...” (**Options** button) in the top right corner of the screen.

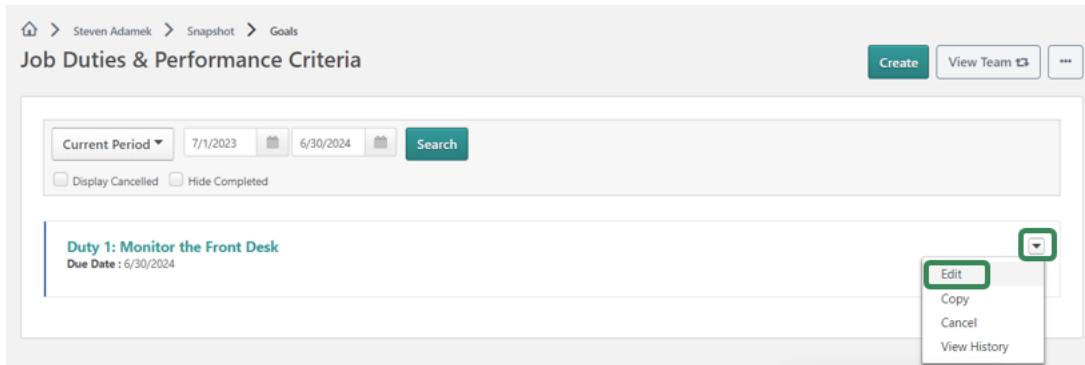
STEP 6. Click the **View All Job Duties & Performance Criteria** button.



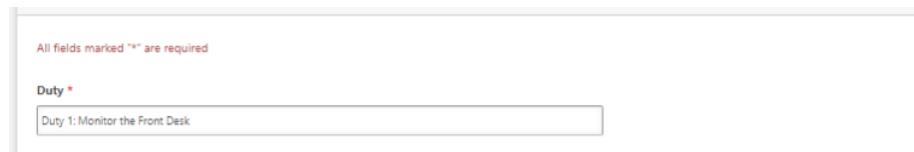
STEP 7. Select the **Display Cancelled** checkbox.



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

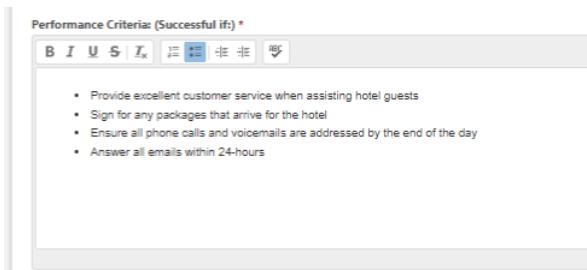


STEP 9. Review and edit the Job Duty as needed in the **Duty** text box.



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.



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.