

### Supervisor: Manage Job Duties & Performance Criteria

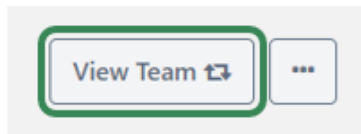
The following steps guide a *supervisor* through updating job duties and performance criteria. This includes adding new duties, editing job duties & performance criteria, submitting draft job duties, and undoing accidental job duty cancellations. Please note, **job duties should not be cancelled**. They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

#### How to Create a New Job Duty

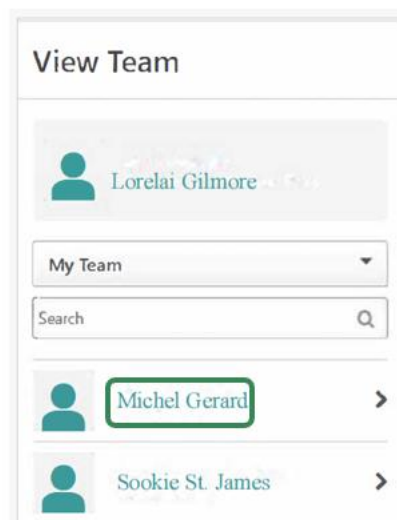
**STEP 1.** Sign in to your **MyPath** account at **mass.csod.com** (Login is your employee ID).

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

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

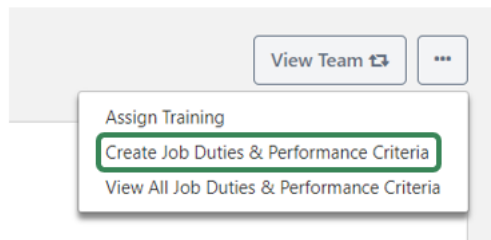


**STEP 4.** Click the **Employee's Name** link from the organizational chart below. The employee's name will then appear in the **Title**.



**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 field labeled 'Duty \*'. The text box contains the text 'Duty 1: Monitor the Front Desk'. Above the text box, a red error message reads '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 text editor window titled 'Performance Criteria: (Successful if) \*'. The editor has a toolbar with options for bold, italic, underline, strikethrough, bulleted list, numbered list, indent, and a link icon. The text area contains a bulleted list of four performance 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
- Answer all emails within 24-hours

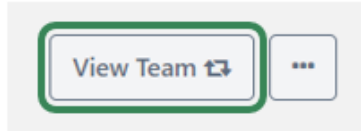
**STEP 9.** Click the **Submit** button to add the duty to the performance review or click the **Cancel** button to return to the prior screen.

## How to Edit a Job Duty

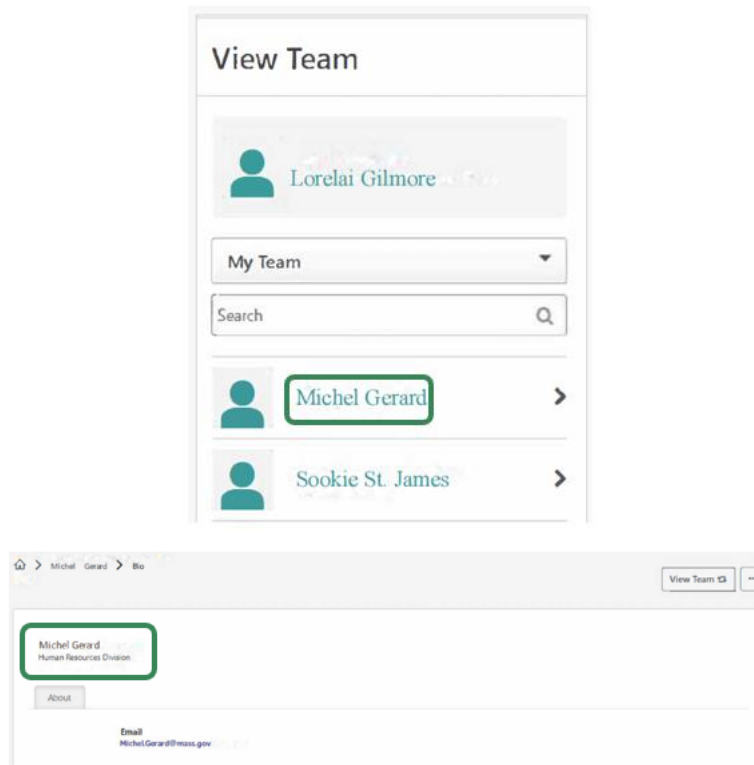
**STEP 1.** Sign in to your **MyPath** account at **mass.csod.com** (Login is your employee ID).

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

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

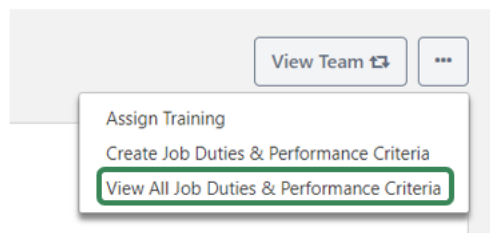


**STEP 4.** Click the **Employee's Name** link from the organizational chart below. The employee's name will then appear in the **Title**.



**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.

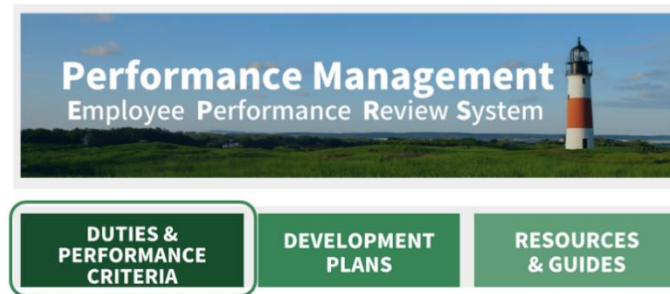
**STEP 10.** Click the **Submit** button to add the duty to the performance review or click the **Cancel** button to return to the prior screen.

## 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**.



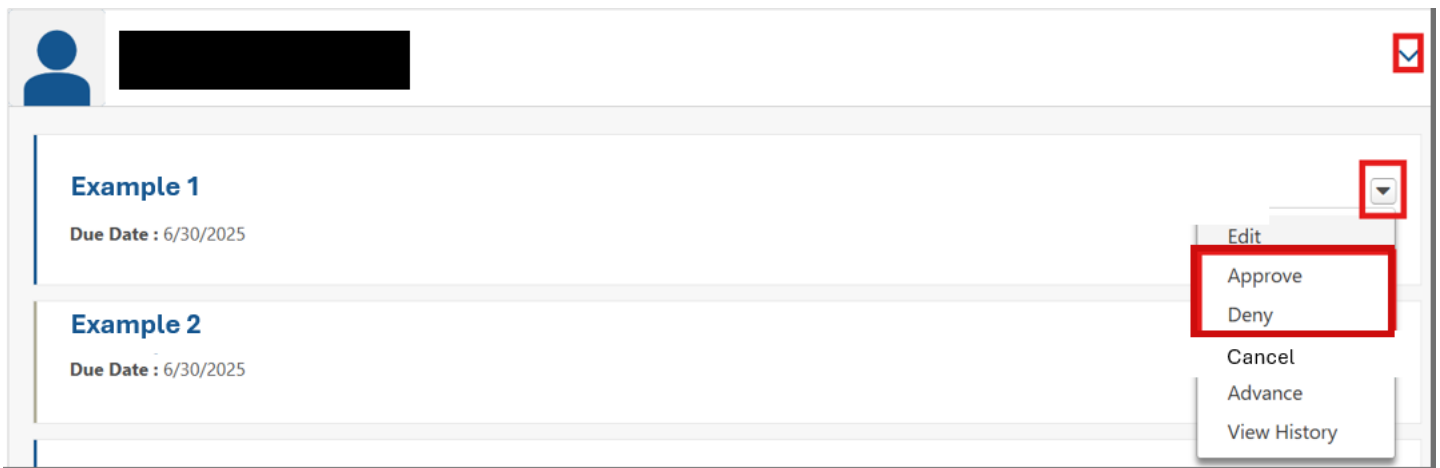
**STEP 3.** On either the **Job Duties & Performance Criteria** or **MassPerform Expectations & Goals** page, select the "Team Expectations and Goals" tab.

### 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". The "Team Expectation & Goals" tab is selected and highlighted with a red rectangle. Below the tabs, there is a section with a "Current Period" dropdown menu, two date pickers (7/1/2025 and 6/30/2026), and a "Search" button. Below this section, there are two checkboxes: "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.

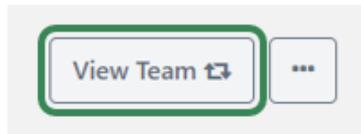
## How to Undo a Job Duty Cancellation

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.

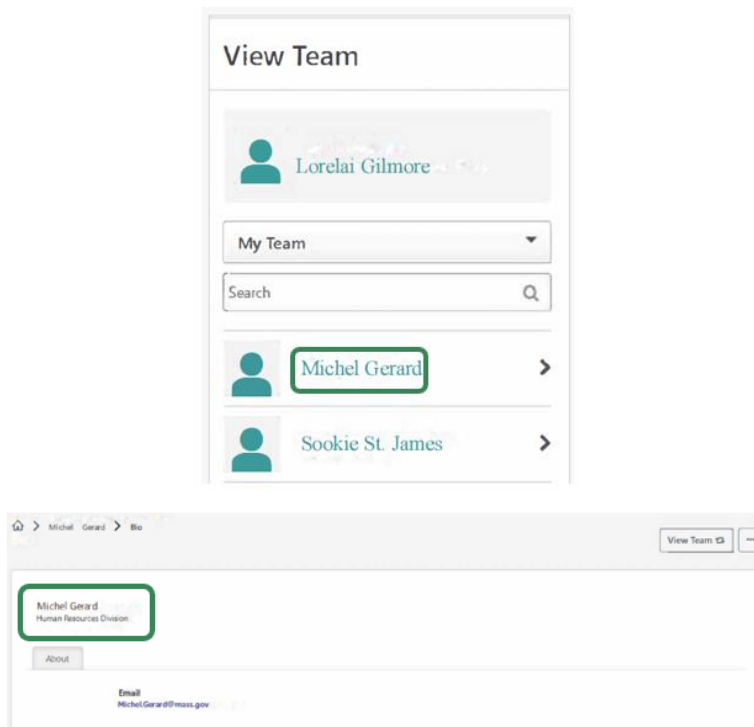
**STEP 1.** Sign in to your **MyPath** account at **mass.csod.com** (Login is your employee ID).

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

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

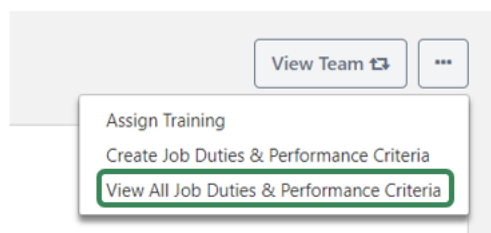


**STEP 4.** Click the **Employee's Name** link from the organizational chart below. The employee's name will then appear in the **Title**.



**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.