

# role-results matrix      method

## **Wildlife Services State Office**

### **State Office Products, Services, Customer Focus, and Work Processes**

<b>EMPLOYEE</b>	State Work Plan Alignment: goal-cascading from WS goals)	Wildlife damage assessed and controlled Alignment: goal cascading from WS goals; and WS work processes	Mgmt. Information System (MIS) Work records maintained Alignment: WS work processes	Outreach and education in Wildlife damage management provided Alignment: cascading from WS goals and customer focus	Office resources managed Alignment: WS Goals and USDA/APHIS work processes	Office administrative duties completed Alignment: Customer focus and APHIS/USDA work processes
<b>State Director</b>	State work plan in place, including goals and monitoring system	Guidance, training and oversight of other employees	Guidance, training and oversight of other employees; damage management operations are monitored	College and continuing education courses delivered	HR, budget, property mgmt. responsibilities fulfilled	Guidance and oversight for other employees
<b>Supervisory Wildlife Biologist</b>	Contributions to State work plan	Guidance, training and oversight of other employees	Guidance, training and oversight of other employees; oversight of accuracy of MIS data; damage management operations are monitored;	College and continuing education courses delivered	HR management responsibilities fulfilled	Guidance and oversight for other employees
<b>Wildlife Biologist</b>	Contributions to State work plan	Damage assessments and control operations completed; advice provided to cooperators	MIS reports completed and submitted	College and continuing education courses delivered		Paperwork completed and submitted
<b>Biological Science Technician</b>	Contributions to State work plan	Damage assessments and control operations completed; advice provided to cooperators	MIS reports completed and submitted			Paperwork completed and submitted
<b>Secretary</b>						T&A's and travel vouchers are processed; employees are paid correctly
<b>Budget Assistant</b>	Contributions to State work plan				Budget is monitored and reconciled	Supplies are procured for office and field staff; bills are paid