

Performance Evaluation Form/continued

Employee Name:

Department/Division:

Job Title:

Rating Period: From

To:

Instructions to Supervisor/Rater: This form is to be used for probationary evaluations, annual review and special evaluations (except for Police and Fire). Read the critical job element definitions prior to conducting the evaluation. **These job elements are rated from 1-5: 1= Unacceptable, 2 = Improvement Needed, 3 = Meets Expectations, 4 = Exceeds Expectations, and 5 = Outstanding.** If the rating dimension is not applicable, indicate N/A. Provide written examples whenever possible to support the rating and evaluation.

1. Technical Job Knowledge: Measures technical job knowledge, skills, and understanding of daily work activities and assignments, retention of essential skills and the ability to learn new methods and skills to produce work consistently and effectively.

Employee Rating:

Raters Comments:

2. Customer Service: Measures the employee's commitment to excellent customer service which is responsive, competent and complete to both internal and external customers. Anticipates needs of customer, strives to treat all respectfully, with understanding and empathy; and conveys confidence and knowledge of customer service processes and procedures. Employee makes an extra effort to follow through in a positive manner and maintains a professional demeanor. Employee recognizes cultural differences and respects others' culture, ideas, beliefs and lifestyle. Employee is an effective team player and demonstrates commitment to a harmonious working environment with co-workers and the public.

Employee Rating:

Raters Comments:

3. Quality and Quantity of Work: Measures ability and willingness to accept responsibility and accountability for work performance, initiative, decision making, consequences of error, accuracy, attention to detail, and extent they meet their goals and deadlines. Measures productivity. Provide examples of the employee's work product to illustrate quality and quantity. Includes verbal and written communications skills.

Employee Rating:

Raters Comments:

4. Attendance: Measures consistency, promptness and dependability in adherence to work hours.

Arrives at work before starting time so they are ready to begin work; breaks are scheduled based on customer needs and are limited to no more than is allowed.

Employee Rating:

Raters Comments:

5. Risk Management and Safety: (Every employee of the City from entry-level to senior management has a responsibility for some level of safety and managing risks.) Measures participation in department safety programs and continued support to reduce or eliminate potential hazards from employees and the public. Routinely adheres to safe practices and procedures. Any incidents, accidents or workplace injuries are reflected in this rating category. For supervisory/management personnel, measures their active support and participation in safety and risk management are reflected in this performance criteria.

Employee Rating:

Raters Comments:

6. Leadership: [Use this section only if the employee is in a supervisory position – delete if not.]

Measures behavioral characteristics of managers, supervisors, and lead-workers leadership qualities and effectiveness. A higher standard is expected of managers and department heads who should take on greater responsibility for achieving goals and supporting the overall direction of the City. Includes meeting performance objectives, supporting City policy, establishing cooperative relationships between departments and co-workers, and creating an effective environment to provide a high level of service to the public and other departments.

Employee Rating:

Raters Comments:

Work Plan For The Next Rating Period: (specific achievable goals, projects, deadlines)

Training & Development to be Completed: