

City of Lewiston Performance Evaluation

Employee Name

Job Title

Department

Division

Evaluator Name

Appraisal Period

Appraisal Date

<u>U</u>	<u>I</u>	<u>C</u>	<u>H</u>	<u>D</u>
Unsatisfactory Performance	Inconsistent Performance	Competent Performance	Highly Competent Performance	Distinguished Performance

Unsatisfactory Performance: This area of the scale (U) is used to indicate that an employee's performance in identified areas is below expected job standards. The employee needs to improve his/her performance to competent levels within a timeframe designated by the supervisor. Failure to meet and maintain job expectations could lead to disciplinary action, up to and including termination. The supervisor should clearly identify the areas of substandard performance; establish actions the employee is expected to perform within specified dates, and develop review periods to check the employee's progress in improving performance.

Inconsistent Performance: This area of the scale (I) is used to identify the employee's performance as usually achieving the normal requirements in most of the job areas, but occasionally failing to achieve minimum job expectations. Employee seldom initiates improvements. Performance at this level requires improvement in order to be considered competent.

Competent Performance: This area of the scale (C) signifies that the employee is reasonably meeting all job expectations. The employee can be relied upon to perform all job duties according to established standards. Performance is steady, reliable and maintained consistently. A rating in this area means the employee is a dependable and valuable contributor to the organization.

Highly Competent: This area of the scale (H) is identified as an employee who is meeting all job expectations and exceeding in additional areas of the job. Employee is continually looking for ways to improve the process. A rating in this area means the employee is very valuable and an excellent contributor to the organization and performs above expectations for the job.

Distinguished Performance: This area of the scale (D) is reserved for those employees whose results far exceed the expectations for the job. The employee demonstrates a high degree of expertise and serves as a model of excellence to other employees. Employees who receive this performance rating are the outstanding contributors of the organization.

Current Overall Performance Rating _____

Work Standards

_____ **Accountability:** Accepts responsibility for all areas of the job. Does not make excuses for errors; learns from mistakes and applies positive learning to performance.

_____ **Adaptability:** Meets changing conditions and situations in work responsibilities. Accepts constructive criticism and suggestions and uses them to advantage. Deals with anger, frustration and disappointment in a mature manner.

_____ **Communication:** Communicates by listening, reiterating, understanding and transferring information clearly, tactfully and concisely. Keeps supervisor and co-workers regularly and consistently informed.

_____ **Cost Containment:** Strives to use city equipment, property, and funds in a cost effective manner. Suggests and appropriately implements more cost efficient procedures whenever possible. Maintains equipment and inventory supplies as assigned.

_____ **Customer Service:** Models courtesy, tact, diplomacy and patience in all internal/external customer contacts. Attempts to gain customer respect. Uses sound judgment regarding personal conduct.

_____ **Initiative and Responsibility:** Demonstrates creativity, originality, drive and energy in accomplishing tasks. Handles several responsibilities concurrently and comfortably. Takes the lead when it is appropriate to do so.

_____ **Teamwork:** Interacts effectively and cooperatively with co-workers, the public and supervisors in work processes. Contributes to a supportive and productive work environment Shares credit and opportunities when appropriate. Displays an appropriate balance between personal effort and team effort. Listens, motivates and participates in team efforts. Faces and resolves conflicts in a mature manner.

_____ **Training and Continuing Education:** Employee is interested and has successfully completed some educational/training programs available.

_____ **Adherence to City and Department Policies and Operating Processes:** Complies with and models consistent adherence to City and Department operating policies, procedures and SOPs.

_____ **Appearance:** Displays appropriate dress and grooming standards, maintaining appropriate clothing, uniform, and hygiene required for work assignments, as determined by management.

_____ **Attendance/Punctuality:** Is present for work every day unless excused. Is punctual, ready to work at beginning of work schedule and continues until workday is done. Promptly contacts the department when there is a delay in arriving at work on time. Conforms to work hours and schedule.

_____ **Confidentiality:** Ensures confidential information remains private. Safeguards confidential information regarding city operations. Makes appropriate use of information. Does not engage in gossip.

_____ **Safety/Work Area Maintenance:** Complies with all City, Department, Federal and local laws and regulations governing safety. Maintains work area and equipment in appropriate and prescribed manner. Assists in supporting safety procedures, and monitors and reports safety hazards.

_____ **Problem Solving/Decision Making:** Gathers the necessary information to solve problems and makes appropriate decisions and develops alternative solutions to accomplish assignments with facts available in situations requiring discretionary skills.

_____ **Job Knowledge:** Possesses sufficient skill, knowledge and understanding to perform all parts of the job effectively, efficiently and safely. Makes active efforts to stay up-to-date.

_____ **Work Quality and Quantity:** Uses time effectively and with a minimum of error. Completes assignments thoroughly in a timely manner, prioritizes tasks effectively, and assumes an appropriate share of the workload. Brings quality concerns to the attention of appropriate individuals.

Supervisory Skills Standards

Communication Skills: Effectively communicates goals and expectations to employees from City Manager, City Council, Department and division. Makes clear, concise and complete statements that provide sufficient information to perform tasks effectively in working with:

Rating

_____ **Staff**

_____ **Peers**

_____ **Managers**

_____ **Others (City Council, Boards, Commissions, media, etc.)**

_____ **Decision Making:** Consistently makes timely and appropriate decisions with facts available in matters requiring discretionary judgement.

_____ **Delegation:** Effectively and efficiently delegates work tasks.

_____ **Employee Training Skills:** Provides comprehensive, clear and supportive instructions in orienting new employees, and in training staff on new job requirements. Encourages and responds in a positive manner to employee questions and suggestions.

_____ **Goal Achievement:** Performs ongoing review and achievement of goals. Accepts, establishes and effectively integrates meaningful, measurable, and challenging goals for self and with managers and co-workers.

_____ **Safety:** Clearly and effectively communicates safety standards and expectations to employees and co-workers. Adheres to safety policies. Models effective and efficient safety standards in all areas of work.

The employee's signature signifies the performance review has been conducted, not that agreement or disagreement exists:

Employee Signature _____

Date _____

Evaluator Signature _____

Date _____

Principal Responsibility Areas

Job Title:

Rating

◆

_____ 1.

_____ 2.

_____ 3.

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_____ 1.

_____ 2.

_____ 3.

◆

_____ 1.

_____ 2.

_____ 3.

Employee Development Plan

The following objectives are to be job related, established at least once per year, and developed mutually by the employee and the supervisor for the next review period. The goals and objectives will include ways to enhance current job responsibilities and/or to develop individual potential.

Objective(s) and Performance Measures:

Comments:

Objective(s) and Performance Measures:

Comments:

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Comments:

Accomplishments & Comments

Employee Accomplishments: List the employee's major achievements during the appraisal period, including progress toward goal/objective achievement and other noteworthy contributions. Consider the action the individual took to make the City's and department's services more effective. Note any events that may have impacted the employee's performance in any way.

1.

2.

3.

Supervisor's Comments:

Employee's Comments:

The employee's signature signifies the performance review has been conducted, not that agreement or disagreement exists:

Employee Signature _____ **Date** _____

Evaluator Signature _____ **Date** _____

Section Manager Signature _____ **Date** _____

Division Manager Signature _____ **Date** _____

Department Manager Signature _____ **Date** _____

It should be clearly understood that the appraisal process is not complete without management review. The supervisor or evaluator should meet with his/her manager prior to conducting the annual performance meeting with the employee. Within five (5) days after the annual performance review meeting, the supervisor shall forward the entire performance management package to the department head.