

FRONT LINE EMPLOYEE PERFORMANCE EVALUATION FORM

Step 1. Fill in employee and supervisor information below.

Introductory
 Annual
 Other

Employee's Name: _____

Job Title: _____

Department: _____

Review Period: *from* _____ *to* _____

Evaluator's Name and Title: _____

How long has the evaluator supervised this employee? _____

Has the evaluator met with the employee prior to reviewing this evaluation form? Yes No: Please meet with the employee before completing the evaluation form.

Step 2. Review Rating definitions with employee.

DEFINITION OF RATINGS

- 5: Consistently exceeds all established performance standards; performance of the standard being rated is always evident by its excellence.
- 4: Consistently meets and generally exceeds established performance standards; indicates more than satisfactory performance in the standard being rated.
- 3: Consistently meets and achieves established performance standards.
- 2: Generally falls short of established performance standards; performance meets only the minimum requirements of the standard; marginal performance; employee just getting by; need for improvement.
- 1: Consistently does not meet established performance standards; fails to demonstrate the necessary qualities for minimum performance of the standard; substantial improvement by the employee is required.

Step 3. Complete the ratings below by placing one of the five performance ratings in the appropriate box. A performance rating of 5 is high and 1 is low. USE WHOLE NUMBERS ONLY. All standards require comments. Attach additional sheets if necessary. Calculate the overall score at the end of this section.

PERFORMANCE STANDARDS

	Rating
1. Communication: Clearly conveys information and ideas through a variety of media to individuals or groups in a manner, which engages the audience and helps them understand and retain the message; participates in the exchange of ideas, opinions and input. Comments:	5
2. Customer Service: Effectively meets customer needs; builds productive customer relationships; takes responsibility for customer satisfaction and loyalty; provides service to customers in a courteous, timely, and helpful manner, following through until completion. Comments:	5
3. Decision Making: Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions; uses effective approaches for choosing a course of action or developing appropriate solutions; takes action, which is consistent with available facts, constraints and probable consequences. Comments:	5

4. Initiating Action: Takes prompt action to accomplish objective; takes action to achieve goals beyond what is required; asks for assignments when other duties are completed; takes on additional responsibilities/assignments when asked. Comments:	5
5. Teamwork: Contributes to the overall effectiveness of the team concept; interacts positively with co-workers by displaying a cooperative and respectful attitude; encourages others to be positive; faces challenges with optimism. Comments:	5
6. Accepts Responsibility and Accountability: Responds to demands of the job; diligently takes care of City equipment, vehicles, and tools; understands and recognizes mistakes/errors in judgment; does not transfer blame; arrives and departs at assigned times; provides appropriate notice for absence to supervisor in accordance with City policy and departmental procedures. Comments:	5
7. Effective Use of Time and Resources: Efficiently completes daily work assignments/tasks using time wisely; maintains fiscal integrity of funds for accomplishing tasks; takes care of City property; goes above what is required to assist the overall effectiveness of the team. Comments:	5
8. Overall Job Performance Accurately performs all skill sets listed in the job description including, if applicable, supervisory responsibilities. Comments:	5
OVERALL SCORE - TOTAL OF RATINGS (Add the eight ratings – WHOLE NUMBERS ONLY)	40

OVERALL SCORE	PERFORMANCE STANDARD
38-40	Platinum
25-37	Gold
22-24	Silver
8-21	Bronze

Step 4. Based on the preceding evaluation, complete the questions below regarding the employee's strengths and areas for improvement. Discuss with the employee during the review process. Use additional sheets if necessary.

SUPERVISOR COMMENTS Check box if additional pages are attached.

1. What are the employee's strengths? List constructive, specific observations.
2. Based on the evaluation, what areas would you suggest the employee improve to be more effective? List constructive, specific suggestions.
3. Has the employee accomplished or worked toward accomplishing professional development established for the past year? Explain.
4. Discuss areas you would like the employee to focus on during the next year for professional development. List goals to be achieved.

Step 5. Sign and date below (supervisor, department director, and employee). The department head must review and sign the evaluation before the supervisor discusses the final evaluation with the employee.

Immediate Supervisor Signature

Date

Department Director Signature

Date

Department Director Comments

Employee

I have reviewed this document and discussed the contents with my supervisor. I understand my signature does not necessarily indicate agreement with the evaluation contained in this document, and I may attach written comments to be included with this form in my personnel file.

1. Discuss areas you would like to focus on during the next year for professional development. What goals do you plan to achieve?

2. Other comments.

Employee Signature

Date

Step 6. Distribute copies of this evaluation. HR will verify and approve the score.

- Original to Human Resources Manager for placement in employee's personnel file
- One to the Supervisor

- One to the Employee
- One to the Department Director