

Employee Evaluation

Employee Name:	Department:	Date:
Title:	Supervisor Name:	

Assessment Definitions		
Solid Performance (SP) Consistently meets expectations and requirements for duty/behavior.	Exceptional Performance (EP) Significantly exceeds expectations and requirements for duty/behavior.	Needs Improvement/Development (NI) Meets expectations and requirements for duty/behavior but not consistently or entirely. Improvement/further development needed.
A. Review of Main Duties		
Review employee's main duties and expectations as outlined in their PDP. Rate and comment on the results obtained. <i>Were all performance expectations met, exceeded or is improvement needed?</i>		
Solid <input type="checkbox"/>	Exceptional <input type="checkbox"/>	Needs Improvement <input type="checkbox"/>
<u>Comments:</u>		

B. Review of Behavior			
Behavior Rules: Adheres to employee rules for behavior as outlined in the Employee Handbook (e.g. conduct, attitude, code of ethics, attendance/punctuality, calling in, personal appearance, breaks, use of telephones etc.).	SP <input type="checkbox"/>	EP <input type="checkbox"/>	NI <input type="checkbox"/>
Policy and Procedures: Adheres to policies/procedures as outlined in the Employee Handbook and on the Staff Blog (e.g. Sexual Harassment, Workplace Violence, Email, Computer Usage and Social Networking Policy, Petty Cash Procedures etc.).	SP <input type="checkbox"/>	EP <input type="checkbox"/>	NI <input type="checkbox"/>

Teamwork/Cooperation: Establishes and maintains positive, productive relationships with coworkers. Assists/collaborates with others as required ensuring an efficient and effective work environment. Addresses and resolves conflicts without assistance. Treats people fairly and respectfully regardless of culture, gender, race or position.	SP <input type="checkbox"/>	EP <input type="checkbox"/>	NI <input type="checkbox"/>
Customer Service: Demonstrates a personal commitment to public service. Builds and maintains customer satisfaction. Maintains good customer service skills (knowledgeable of services, open, approachable manner, positive tone, listens, etc.). Respects confidentiality and refrains from gossiping and discussing customers on the public floor. Diffuses difficult customers/situations.	SP <input type="checkbox"/>	EP <input type="checkbox"/>	NI <input type="checkbox"/>
Reliability/Accountability: Takes personal responsibility for the quality and timeliness of work. Achieves results with little oversight. Avoids blaming others. Responds to requests promptly. Follows instructions of superiors. Follows-through without reminders.	SP <input type="checkbox"/>	EP <input type="checkbox"/>	NI <input type="checkbox"/>
Flexibility: Adapts to changing business needs, conditions, and work responsibilities within a variety of situation. Displays openness to new ways of doing things. Applies new/updated methods, procedures, technology or techniques as needed. Recovers from setbacks. Assumes temporary work assignments in an emergency.	SP <input type="checkbox"/>	EP <input type="checkbox"/>	NI <input type="checkbox"/>
Communication: Listens and communicates clearly and effectively. Listens to understand. Does not interrupt. Employs appropriate tone. Responds appropriately to others needs and feelings. Uses appropriate business writing style with correct punctuation and grammar. Ensures that regular consistent communication/information sharing takes place within area of responsibility.	SP <input type="checkbox"/>	EP <input type="checkbox"/>	NI <input type="checkbox"/>
For Supervisors			
Performance Management: Manages staff in ways that improve their ability to succeed on the job. Motivates and offers support. Holds employees accountable. Deals firmly and promptly with performance/morale problems. Regularly meets with employees. Gives staff ongoing, constructive feedback. Delegates effectively/appropriately and provides staff with coaching, training etc.	SP <input type="checkbox"/>	EP <input type="checkbox"/>	NI <input type="checkbox"/>
Leadership: Forms and articulates a clear vision of the future the organization/department should strive for. Sets long and short-term goals. Leads by example (e.g. exemplifies integrity and sets standards for professional behavior, modeling team qualities like respect, cooperation etc.). Stays abreast of current trends. Innovates, develops and supports the introduction of new and improved methods, products, procedures, technologies and services.	SP <input type="checkbox"/>	EP <input type="checkbox"/>	NI <input type="checkbox"/>
<u>Comments:</u> 			

C. Review of Goals		
Review any areas for improvement/goals established last year. <i>Was progressed made? Were new skills implemented? Is further development needed? Etc.</i>		
Solid <input type="checkbox"/>	Exceptional <input type="checkbox"/>	Needs Improvement <input type="checkbox"/>
<u>Comments:</u> 		

D. Overall Rating		
Solid <input type="checkbox"/>	Exceptional <input type="checkbox"/>	Needs Improvement <input type="checkbox"/>
<u>Supervisor Comments:</u> Please summarize the employee's overall performance, discussing areas of strength and areas for improvement. Be sure to identify any job knowledge gaps, needed skills/training or development goals. 		
<u>Staff Member's Comments (Optional):</u> The staff member may submit written comments on any aspect of the performance appraisal process. 		

E: Signatures	
An employee's signature means that the evaluation has been reviewed with them and that they have received a copy. The original should be filed in the Business Office.	
Supervisor:	Date:
Employee:	Date:

10/18/2019