

## EMPLOYEE PERFORMANCE REVIEW

Employee's Name: \_\_\_\_\_ Dept./Title: \_\_\_\_\_

Date of Hire: \_\_\_\_\_ Employee's Supervisor: \_\_\_\_\_

Review Period: From \_\_\_\_\_ To \_\_\_\_\_

Review Type: \_\_\_\_\_ Review Date: \_\_\_\_\_

### Review Ratings

Needs Improvement	Meets Expectations	Exceeds Expectations
<ul style="list-style-type: none"> <li>. Individuals who consistently do not meet performance standards.</li> <li>. Consistently falls short of meeting goals set for the year.</li> <li>. Takes little or no initiative, even with prompting.</li> <li>. Inconsistent interactions with peers, managers and other customers.</li> </ul>	<ul style="list-style-type: none"> <li>. Individuals who regularly meet and sometimes exceed expectations and role requirements.</li> <li>. Meets goals set for the year; sometimes exceeds goals set.</li> <li>. Possesses full depth of knowledge.</li> <li>. Perceived by peers, managers and other customers as collaborative, skilled and reliable.</li> </ul>	<ul style="list-style-type: none"> <li>. Individuals who consistently demonstrate strong performance that exceeds expectations and role requirements.</li> <li>. Consistently exceeds goals set for the year.</li> <li>. Highly respected by peers, managers and customers. Demonstrates role model behavior for others to emulate and sets high performance standards for self and others.</li> </ul>

### Section 1 – Core Competency Evaluation: *Narrative is required to support each rating.*

#### Customer Service

- . Projects a positive image of the County while interacting with external and internal customers. Responds to inquiries, complaints, and customer interaction responsibly, respectfully, and honestly.
- . Demonstrates a clear understanding of “customer first” in all areas of service delivery. Holds oneself and others accountable to high standards of customer service.
- . Proactively keeps customers informed. Follows-up with customers to ensure satisfaction.
- . Fulfills commitments prior to deadlines. Willingly puts in extra time and effort in crisis situations; goes the “extra mile” to ensure customer needs are met.
- . Actively seeks new opportunities to build relationships and understand the needs of customers.
- . Provides same high level of customer service to internal (co-workers) customers as external customers.

**Rating:**

<p><u>Narrative:</u></p>
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#### Communication

- . Provides regular, consistent, and meaningful information to others; ensures appropriate individuals are informed.
- . Listens carefully to others, asks questions for clarification, and ensures message is understood.
- . Communicates in a clear and concise manner using appropriate grammar, pronunciation and tone; conveys message using appropriate method of communication (email, phone, in person).
- . Demonstrates an ability to influence others by modeling appropriate body language and nonverbal communication.
- . Tailors communication style to the needs of each situation and audience.
- . Encourages direct reports to communicate consistently, clearly and professionally.

**Rating:**

<p><u>Narrative:</u></p>
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### **Collaboration / Teamwork**

- . Consistently, in all cases, treats everyone, with dignity, respect and fairness; is very easy to approach and helpful.
- . Facilitates an environment of idea sharing and accountability.
- . Resolves interpersonal conflicts constructively and professionally; seldom requires outside assistance.
- . Enthusiastically spends time with others to help them and the team succeed.
- . Promotes awareness and respect of cultural and individual values and differences; leverages the strengths of others to accomplish goals, regardless of background.
- . Listens to and carefully considers ideas from others, even when different from own; ensures all sides are heard before reaching a conclusion.
- . Encourages teamwork, facilitates resolution of team conflicts; promotes respect among all team members.

#### **Rating:**

Narrative:

### **Personal Accountability / Delivering Results**

- . Meets deadlines and consistently gets the job done right the first time.
- . Holds oneself and others accountable to high performance standards.
- . Maintains focus and perseveres, even in the face of obstacles.
- . Uses time efficiently; adapts plans when changes occur. Prioritizes tasks based on importance. Delegates appropriately.
- . Is receptive to and implements suggestions for improvement. Solicits feedback.
- . Builds trust by following through on commitments and acting ethically in all situations. Maintains confidentiality.
- . Holds direct reports, peers and team members accountable for production quality, and timely results. Provides performance feedback and facilitates development.

#### **Rating:**

Narrative:

### **Diversity and Inclusion**

- . Demonstrates understanding of the impact of personal behavior in creating an inclusive and respectful work environment.
- . Responds respectfully and effectively to people of all cultures, races, backgrounds, ages, lifestyles, abilities, experiences and religions.
- . Seeks opportunities to create an inclusive and diverse work environment.

#### **Rating:**

Narrative:

**Section 2 – Essential Job Functions:** *Narrative is required to support each rating.*

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Job specific knowledge, skill and ability required to successfully perform all aspects of employee's role.

1. Job Function: \_\_\_\_\_

Rating: \_\_\_\_\_

Narrative:

2. Job Function: \_\_\_\_\_

Rating: \_\_\_\_\_

Narrative:

3. Job Function: \_\_\_\_\_

Rating: \_\_\_\_\_

Narrative:

4. Job Function: \_\_\_\_\_

Rating: \_\_\_\_\_

Narrative:

5. Job Function: \_\_\_\_\_

Rating: \_\_\_\_\_

Narrative:

## Section 2 – Essential Job Functions (continued)

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Job specific knowledge, skill and ability required to successfully perform all aspects of employee's role.

**6. Job Function:** \_\_\_\_\_

**Rating:** \_\_\_\_\_

Narrative:

**7. Job Function:** \_\_\_\_\_

**Rating:** \_\_\_\_\_

Narrative:

**8. Job Function:** \_\_\_\_\_

**Rating:** \_\_\_\_\_

Narrative:

**9. Job Function:** \_\_\_\_\_

**Rating:** \_\_\_\_\_

Narrative:

**10. Job Function:** \_\_\_\_\_

**Rating:** \_\_\_\_\_

Narrative:

### Section 3 – Employee Development

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The employee actively participates in the Employee Development Plan.

Rating: \_\_\_\_\_

Narrative:

### Section 4 – Overall Rating

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- If more than ½ of the ratings in Section 1 and 2 are **Meets**, the overall rating is **Meets**.
- If more than ½ of the ratings in Section 1 and 2 are **Exceeds**, the overall rating is **Exceeds**.
- If there is a rating of **Needs Improvement** in any Section, the employee is not eligible for an overall rating of **Exceeds**.

Please check an **Overall Rating** for the employee:

Overall Rating: \_\_\_\_\_

Supervisor Comments:

Employee Comments:

**Acknowledgement of Review**

By signing this form, you acknowledge that you have discussed this review in detail with your supervisor and that you have been given the opportunity to make comments above.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

HR Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Employee Development Plan

Employee's Name: \_\_\_\_\_ Dept./Title: \_\_\_\_\_

Employee's Supervisor: \_\_\_\_\_

Initial Plan Date: \_\_\_\_\_

Quarterly Dates of Follow-up: Q1: \_\_\_\_\_, 20\_\_\_\_ Q2: \_\_\_\_\_, 20\_\_\_\_

Q3: \_\_\_\_\_, 20\_\_\_\_ Q4: \_\_\_\_\_, 20\_\_\_\_

The purpose of an Employment Development Plan is to facilitate employment development in partnership with the employee's supervisor. It is a continuous commitment to personal and professional growth as it relates to the employee's job performance.

**Step 1. Identify the competencies or skills to be developed from the Employee Performance Evaluation.**

**Step 2. Identify the developmental actions to be taken to address the needs.**

**Step 3. Assign dates to meet the desired goal and what progress has been made.**

**Step 4. Implement the plan and follow-up quarterly on progress.**

Competency / Skill	Actions	Timeline / Progress
1.		
2.		
3.		

4.		
5.		

**Agreement**

By signing this form, the employee and the supervisor agree with the development plan as outlined above. The employee and supervisor also agree to follow-up every quarter to discuss progress being made and make adjustments as needed.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_