



**TOWN OF WRIGHTSVILLE BEACH
PERFORMANCE EVALUATION
CONFIDENTIAL**

(Please complete all blanks.)

Employee Name:	Job Title:	
Department:	Supervisor:	
Reason for Review:		
<input type="checkbox"/> Annual	<input type="checkbox"/> Promotion	<input type="checkbox"/> End of Probation Period
Period Covered:	Date of Last Evaluation:	

See page 6 for the rating descriptions and merit scale to be used in the performance evaluation process.

When returning the performance evaluations, please include a summary sheet showing those employees who will be recommended for a merit increase and/or bonus and the amount. Please do not discuss any proposed salary change with the employee until approved by the Town Manager.

Instructions: The Performance Evaluation Form is in Excel format. The form is intended to be completed on the computer. The form is protected so you will not be able to make changes to the form itself; you will only enter your evaluation text in appropriate yellow boxes. Begin by clicking your mouse on the first yellow cell of the form. You will then tab to each box to input text.

The form is designed to automatically total the points awarded in each rating section. (See signature page of worksheet.) To complete the scoring section, the supervisor needs to enter the number of rating sections on which the employee was rated. (See the yellow highlighted box in the scoring section.) Once this number is entered, the employee's overall rating will be calculated automatically.

RELIABILITY / RESPONSIBILITY

Completes work according to procedures, guidelines and goals given. Takes responsibility for completing work. Works toward deadlines and schedules as planned.

Unsatisfactory (1)	Improvement Needed (2)	Good (3)	Very Good (4)	Outstanding (5)
Irresponsible ; cannot be relied on to do assigned work. Constantly has to be watched over or prodded. Seldom meets required deadlines/schedules.	Accepts little responsibility; cannot be relied on to do assigned work. Regularly has to be watched over or prodded. Often fails to meet required deadlines/schedules.	Accepts responsibility; does assigned tasks. Consistently reliable in doing assigned work. Usually does not have to be watched over or prodded. Meets most deadlines/schedules.	Willingly accepts job responsibility; does all assigned tasks. Rarely has to be watched over or prodded. Seldom fails to meet deadlines/schedules.	Readily accepts all new tasks; seeks to expand scope of job; regularly helps others. Never has to be watched over or prodded.
Supporting Comments:				

ATTENDANCE / PUNCTUALITY

Arrives for work at designated time and adheres to work, lunch, and break period regulations. Schedules planned leave considering workgroup schedules, deadlines, needs and priorities of the department.

Unsatisfactory (1)	Improvement Needed (2)	Good (3)	Very Good (4)	Outstanding (5)
Late or absent often. Frequent unscheduled absences which could be avoided.	Tardy or absent on occasion. Occasional unplanned absences which could be avoided.	Seldom absent or late. Plans use of leave in advance.	Good attendance. Usually takes into account department priorities and schedules in planning leave.	Great attendance. Consistently takes into account department priorities and schedules in planning leave.
Supporting Comments:				

INITIATIVE / ENTHUSIASM

Initiative refers to the employee's ability and readiness to act on his or her own responsibility without being told.

Unsatisfactory (1)	Improvement Needed (2)	Good (3)	Very Good (4)	Outstanding (5)
Always waits to be told what to do and needs help in getting started.	Shows little initiative. Needs considerable encouragement. Accepts little or no responsibility for accomplishing the job.	Acts on own initiative in usual activities. Accepts responsibility for own work. Accomplishes tasks but may require occasional supervision.	Resourceful. Frequently acts on own initiative in handling usual and new situations. Acts voluntarily; seldom must be told or shown.	Seeks and assumes responsibility for complex situations. A self-starter; accepts challenges and develops solutions. Finds better ways of doing things.
Supporting Comments:				

QUALITY OF WORK

To what extent does the employee's work meet the requirements of accuracy, neatness, and thoroughness; to what extent does work reflect the employee's pride in job performance?

Unsatisfactory (1)	Improvement Needed (2)	Good (3)	Very Good (4)	Outstanding (5)
Work is unacceptable and requires maximum supervision; no reflection of pride in work.	Work is incomplete and requires additional supervision; work reflects little pride.	Work is generally accurate and complete; employee takes pride in work.	Work is consistently accurate and complete; employee takes considerable pride in a job well done.	Work is exceptional in terms of accuracy, neatness, and completion; maintains exceptional quality of work.
Supporting Comments:				

PRODUCTIVITY

Completes work assigned, produces expected amount of work in time allotted.

Unsatisfactory (1)	Improvement Needed (2)	Good (3)	Very Good (4)	Outstanding (5)
Seldom completes required amount of work in time allotted.	Usually completes tasks required in time allotted.	Consistently completes tasks within the allotted time; makes good use of time and resources; meets the production standards of the department.	Consistently does more than required amount of work. Seeks to expand knowledge and training in related field.	Does far more than required amount of work in allotted time and seeks out other tasks.
Supporting Comments:				

KNOWLEDGE OF JOB

Knows skills, procedures, codes, safety regulations needed to complete job tasks. Knows how the job fits into the department and how job affects others. Understands mission. Knows how to work with others, who to work with, and what information to share.

Unsatisfactory (1)	Improvement Needed (2)	Good (3)	Very Good (4)	Outstanding (5)
Continually needs instruction; does not understand job.	Insufficient knowledge of some aspects of job; must often be given help and instruction.	Possesses specific knowledge, skills, and abilities required; understands responsibilities and expectations of the position. Needs appropriate amount of instruction.	Proficient at own job; seldom needs instruction; desires to learn new jobs. Takes initiative to report to supervisor work to be completed and potential problems.	Excels at job; needs little instruction; can assist on other jobs. Motivates other employees to strive for new knowledge.
Supporting Comments:				

SAFETY / HOUSEKEEPING

Demonstrates awareness of surroundings and is motivated to work safely and in a clean work space. Follows safety rules for use of machinery plus safety equipment and clothing. Shows interest in safety of others working together.

Unsatisfactory (1)	Improvement Needed (2)	Good (3)	Very Good (4)	Outstanding (5)
Does a poor job of housekeeping. Frequently violates safety rules & regulations. Shows little concern for safety of co-workers.	Does a fair job of housekeeping. Inconsistent in observing safety rules & regulations. Shows moderate concern for safety of co-workers.	Does an average job of housekeeping. Consistently observes safety rules & regulations. Shows substantial concern for safety of co-workers.	Does a good job of housekeeping. Virtually never violates safety rules & regulations. Shows exceptional concern for safety of co-workers.	Does an exceptional job of housekeeping. Never violates safety rules & regulations. Persuades co-workers to show concern for safety of co-workers.
Supporting Comments:				

RELATIONSHIP WITH OTHERS

Does the employee demonstrate an ability to deal with other people in difficult situations with a professional manner?

Unsatisfactory (1)	Improvement Needed (2)	Good (3)	Very Good (4)	Outstanding (5)
Routinely has problems in relationships with others. Does not work to resolve problems.	Occasionally has problems relating to others. Will occasionally work with others to resolve problems.	Demonstrates ability to deal with other people in a professional manner. Interacts and communicates well with supervisors, co-workers and public.	Courteous and tactful , effective in relating to others. Shows willingness to resolve problems.	Exceptionally courteous and tactful, effective in relating to others. Resolves problems and takes appropriate action.
Supporting Comments:				

JUDGEMENT

Exercises good judgement in routine and non-routine situations; makes decisions according to policies and procedures and anticipates consequences of decisions. Looks at pros and cons and impact of decisions before making a decision.

Unsatisfactory (1)	Improvement Needed (2)	Good (3)	Very Good (4)	Outstanding (5)
Uses poor judgement in routine and non-routine situations. Seldom anticipates consequences of decisions.	Uses fair judgement in routine and non-routine situations. Inconsistently anticipates consequences of decisions.	Uses good judgement in routine and non-routine situations. Usually anticipates consequences of decisions.	Uses good judgement in routine and non-routine situations. Forecasts consequences of decisions with great accuracy. Can be entrusted to make appropriate decisions without supervision.	Uses exceptional judgement in all situations. Carefully evaluates alternative consequences and makes decisions with confidence.
Supporting Comments:				

ACCEPTANCE OF SUPERVISION AND ORGANIZATIONAL PROCEDURES

Assess observance of work directions, instructions, procedures, work rules and Town policies.

Unsatisfactory (1)	Improvement Needed (2)	Good (3)	Very Good (4)	Outstanding (5)
Refuses to perform tasks which are felt to be unnecessary or inappropriate; often is in conflict with rules and policies.	Occasionally is not willing to follow orders without grumbling, or is lax in adherence to rules and policies.	Accepts work directives and adherence to departmental and Town rules and policies.	Demonstrates an acceptance of the overall purpose of the work unit. Works cooperatively with others towards the best interest of all concerned. Generally follows directives.	Extremely cooperative, willing to work with and for others towards the best interests of all concerned to set priorities, solve problems, and accomplish goals. Always follows directives.
Supporting Comments:				

CREATIVITY

The extent to which an employee proposes ideas, finds new and better ways of doing things. Develops unconventional approaches to solving problems. Traditional thinking is about "what is"; future thinking is about "what can be".

Unsatisfactory (1)	Improvement Needed (2)	Good (3)	Very Good (4)	Outstanding (5)
Rarely proposes new ideas or initiatives. Is resistant to change.	Occasionally finds better ways of doing things. Reluctant to accept change.	Often responds quickly and inventively. Is resourceful in solving problems.	Thinks and acts "outside the box" with new ideas. Consistently moves forward with little resistance.	A leader in bringing ideas forward and implementing them. Moves forward with no resistance.
Supporting Comments:				

OTHER

The Supervisor can use this space to add another "factor". You must give a description for the "factor" and also a description for the rating score for 1-5. Please get prior approval by the Town Manager before completing this box.

Unsatisfactory (1)	Improvement Needed (2)	Good (3)	Very Good (4)	Outstanding (5)
Supporting Comments:				

REPORTS AND RECORDS (If applicable to the job)

Does employee consistently prepare reports, records and correspondence in a complete and accurate manner?

Unsatisfactory (1)	Improvement Needed (2)	Good (3)	Very Good (4)	Outstanding (5)
Exhibits poor administrative skills. Products are marginal in respect to both quality and quantity.	Exhibits fair administrative skills. Requires emphasis on improvement of writing and document management skills.	Produces good results requiring routine supervision and editing.	Strong administrative skills. Products are of high quality requiring minimal supervision and editing.	Produces consistently excellent product. Absolute confidence in ability.
Supporting Comments:				

PLANNING AND ORGANIZATION (If applicable to the job)

To what level does the individual demonstrate the ability to plan ahead, organize and implement goals?

Unsatisfactory (1)	Improvement Needed (2)	Good (3)	Very Good (4)	Outstanding (5)
Has demonstrated poor planning and organization skills. Must be continually reminded about the importance of planning and prioritizing tasks and work-related projects.	Exhibits the potential to improve planning and organization skills but requires additional emphasis on development and application. Requires moderate supervision in prioritizing tasks and job responsibilities.	Performance meets expected levels of ability. Effectively establishes priorities in accomplishing assigned tasks. Requires normal supervision.	Exceeds expectations. Continues to develop professionally. Only minimal supervision required.	Consistently exhibits exceptional ability to plan and organize. Achievements and contributions greatly exceed expectations.
Supporting Comments:				

Rating Descriptions:

1. **Unsatisfactory** - The employee's achievements and contributions are greatly below the expectations of the position. Immediate improvement is needed. This level indicates the need for immediate counseling by the supervisor in order to improve the employee's work performance. Unsatisfactory performance cannot be accepted over long periods of time and will ultimately lead to disciplinary action if not corrected.
2. **Improvement Needed** - The employee's achievements and contributions are slightly below the expectations of the position. This level indicates that the employee's performance is slightly below the work standards of the satisfactory employee.
3. **Good** - The employee's achievements and contributions meet the expectations of the position. This level should reflect that the employee is performing in a satisfactory manner, but has shown little improvement in job or professional performance during the evaluation period.
4. **Very Good** - The employee's achievements and contributions exceed the expectations of the position. This level should reflect progressive improvement of job or professional performance. The employee should exemplify work standards for which the satisfactory employee should aspire.
5. **Outstanding** - The employee's achievements and contributions greatly exceed the expectations of the position. This indicates unusually high performance.

Scoring:			
Total Points:	<input type="checkbox"/>	Unsatisfactory (0 - 1.9) = 0% Merit	<input type="checkbox"/>
			Very Good (4.0 - 4.4) = 2% merit (4.5 - 4.9) = 2.5% merit
Divide by # of Areas Rated:	<input type="checkbox"/>	Improvement Needed (2 to 2.9)=0% merit	<input type="checkbox"/>
			Outstanding (5.0) = 3% merit
Equals Overall Rating:	<input type="checkbox"/>	Good (3.0 - 3.4) = 1% merit (3.5 - 3.9) = 1.5% merit	
(Please check the blue box that corresponds with the overall rating)			

DEPARTMENT HEAD COMMENTS:

SUPERVISOR COMMENTS:

EMPLOYEE COMMENTS:

SIGNATURES:

Supervisor:	DATE:
Department Head:	DATE:
Employee:	DATE:

If employee refuses to sign this evaluation, a note will be made in writing by the supervisor. The employee has five (5) work days to rebut the evaluation in writing to the supervisor.