



Deputy City Clerk Evaluation

Please rate the Deputy City Clerk using the following scale:

5	Exceptional	Performance is consistently superior and significantly exceeds expectations.
4	Highly Effective	Performance frequently exceeds expectations.
3	Proficient	Performance consistently meets expectations.
2	Inconsistent	Performance meets some, but not all expectations.
1	Unsatisfactory	Performance consistently fails to meet minimum expectations; employee lacks skills required or fails to utilize necessary skills.
N/A	Not Applicable	Employee has not been in position long enough to have demonstrated the essential elements of the position and will be reviewed at a later agreed upon date.

1. Administration and Organization Management
<ul style="list-style-type: none"> The ability to maintain the structure of the City Clerk’s Department Effectively manage procedures for selection of City Board members because of expirations, terms or resignations The ability to perform advanced clerical work in preparation of agenda, minutes and special programs The ability to authenticate official documents, counter sign warrants for payment obligations, notarize documents and administer oaths
<p>COMMENTS: I have reviewed, and revised job descriptions and work loads with all staff in the department. I made changes to the structure of the department to ensure all employees are gainfully employed and to assist in making the department flow in a manner that increases productivity to the City and Commission. I have developed a tracking log for all board members for membership terms and expirations as well as training. I have proposed and got approved the purchase of the Boards and Commissions software that will allow for online board applications and member management. I have created workflows within Legistar and trained staff in the system at a level that all advisory boards use the system now. I have strived to ensure all agendas are posted well in advance of the 48-hour requirement to allow ample time for the board members and public to review. I have successfully notarized documents and administered oaths. According to staff in the department, “the expertise she has in Legistar is outstanding and it has been North Port’s good fortune to obtain her working knowledge”.</p>

5-Exceptional
 4-Highly Effective
 3-Proficient
 2-Inconsistent
 1-Unsatisfactory
 N/A-Not Applicable

2. Ethics and Integrity
<ul style="list-style-type: none"> • Conducts self in accordance with the ethical standards of the office of a Charter Officer
<p>COMMENTS: I have carried myself with extreme integrity. I believe in being responsible for my actions, good or bad. And learning from mistakes. I pride myself in my work ethic. I strive to put out agendas, minutes and policies that look good and positively represent the City and the Commission. I have worked with Staff within the department to understand that we are a reflection of the City as well.</p>

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 N/A-Not Applicable

3. Communication Skills
<ul style="list-style-type: none"> • Demonstrates effective oral and written communication skills • Prepares professional reports, memorandums and correspondence • Prepares appropriate legal advertisement for the news media, adhering to strict assigned deadlines for ordinances, resolutions, meetings, meeting changes and City budget
<p>COMMENTS: Along with Staff in the department we have ensured all deadlines have been met. After suggesting to the City Attorney, we have modified our legal advertisement notices, that not only saves money for the City but provides a more accurate notice to the public of when a second reading for an ordinance will be heard. I found discrepancies in the code regarding legal advertising of District meetings and drafted ordinances for Commission approval to correct the discrepancy and make our code more in line with Florida Statute. In this area, I do feel that I can work on my oral and written communication skills. I do believe I keep Commission and staff in the department informed, however, my delivery could be improved on. I plan to continue to take courses on public speaking to help with my nerves and getting caught up on words.</p>

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 N/A-Not Applicable

4. Interaction With The Public
<ul style="list-style-type: none"> • Maintains a positive relationship with the public • Represents the City in a professional, articulate manner when attending/presenting at community events, neighborhood meetings or social gatherings
<p>COMMENTS: I have dealt with the public and outside organizations regarding things such as elections, agenda items, and public records requests. I always carry myself in a professional manner and know that I am representing the City.</p>

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 N/A-Not Applicable

5. Interaction With Commission
<ul style="list-style-type: none">• Maintains an open and trusting relationship with the City Commission, both collectively and individually<ul style="list-style-type: none">▪ Responds to their concerns in an effective and timely manner▪ Plays a supportive role to the Commission in their responsibilities as elected officials, without getting involved in partisan politics• Effectively represents the City Clerk in his/her absence
COMMENTS: I have expressed to a few Commissioners the importance of a trusting relationship between myself and each Commissioner. I work hard to ensure each Commissioner is aware that I am available when needed and that I can be counted on to meet their needs. I have been representing the City Clerk in her absence since June 2019 and feel that I have been doing a great job, with the assistance of the departments staff, in ensuring all tasks are completed in a timely manner and are up to standard. I have communicated with Commission regarding many topics such as suggested changes to draft minutes and have respectfully declined to make changes that I did not believe were accurate without further approval of the Commission.

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 N/A-Not Applicable

6. Interaction With Intergovernmental And Professional Agencies
<ul style="list-style-type: none">• Maintains a positive relationship with other governmental agencies• Fosters a high level of respect for the City of North Port• Takes an active role in professional organizations
COMMENTS: I have maintained a positive relationship with other governmental agencies when dealing with election packets and candidates. I have also maintained relationships with other municipalities to assist in finding solutions to concerns with current and past procedures, helping create new policies and for mentorship in taking on City Clerk duties. I feel I can improve in this area by taking an active role in professional organizations. I have not, up to this point, done so and am eager to find some organizations that I can become a part of.

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 N/A-Not Applicable

7. Interaction With Charter Officers And Department Directors
<ul style="list-style-type: none"> Establishes and maintains a positive working relationship with Charter Officers and Department Directors displaying support and concern for their role in City Government
<p>COMMENTS: I believe that I have established and maintain positive working relationships with Charter Officers and Department Directors. I have turned to many to seek clarification on City procedures and for input on ways the Clerk's department can be of assistance to other departments as well as input on changes, policies and/or procedures that will help each department that our department interacts with.</p>

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8. Leadership/Supervision
<ul style="list-style-type: none"> Portray a healthy tolerance for the uncertainties which are inherent in municipal management Demonstrate a friendly and supportive attitude toward City Clerk staff, encouraging them to seek guidance in resolving problems related to the City organization Challenge City Clerk staff to perform at their highest level Exhibit effectiveness at leading, directing and developing City Clerk staff
<p>COMMENTS: This is one of the areas I solicited input from the staff in the department. What I received was "She is a highly qualified individual who has done double duty in the office for a long time and has done it with grace, dignity and determination.", "You met it straight on and helped us being the rebuilding of our team spirit and resolve many relational problems between coworkers...I appreciate your straightforward, no-nonsense leadership style yet friendly and supportive attitude to all staff members.", and "Heather inherited a staff rife with conflict and has worked diligently to bring harmony and professionalism to the office. She has developed rapport with each staff member and tries to promote team building activities. Heather has made great strides managing staff but could improve upon challenging them to perform at their highest level in a cohesive manner". I believe in leading by example, holding all accountable and having fun but I find more value in the words of those I am leading than that of my own words.</p>

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OVERALL RATING

Score

- 5-Exceptional 4-Highly Effective 3-Proficient 2-Inconsistent 1-Unsatisfactory
 N/A-Not Applicable

(CITY COMMISSIONERS COMMENT)

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(EMPLOYEES COMMENT)

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DEPUTY CITY CLERK SIGNATURE / DATE:

(INSERT SIGNATURE)	(INSERT DATE)
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CITY COMMISSIONER SIGNATURE / DATE:

(INSERT SIGNATURE)	(INSERT DATE)
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