Rating 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.

General Information

Position	**Division**	**Evaluation Type**
HR MANAGER		Periodic
Department	**Class Spec**	
Human Resources	Human Resources Manager	

Rating Summary By: _____

Content

COMPETENCY SECTION | 5 POINT RATING SCALE   SECTION WEIGHT 22.91 %
Core Performance Factors

Teamwork - Work Relationships
ITEM WEIGHT 14.28 %

Demonstrates strong interpersonal skills; relates well, cooperates with and demonstrates ease in working with co-workers, supervisors, management and staff; treats others with respect, fairness, dignity and equity; accepts and values individual differences, methods, concepts, ideas; is attentive to teamwork and responds quickly to directions.

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

Productivity
ITEM WEIGHT 14.28 %

Makes effective use of work time each day; starts work on time without delay and works fully through end of shift; achieves established goals and completes job responsibilities, duties, and assignments accurately and timely according to established standards, with strong attention to detail; monitors quality and timeliness of work and service, and makes corrections as needed.

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

Decision Making

Effectively identifies problems, investigates situations, evaluates data, researches information, seeks out root cause(s), and creates corrective action plans and solutions. Makes accurate and timely decisions that reflect a comprehensive review of available information, consideration of all alternatives, and accordance with established policies and standards.

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

Professionalism

ITEM WEIGHT 14.29 %

Demonstrates high integrity, professional bearing, dedication and commitment to organizational goals; demonstrates regard for standards of rules, policies, ethics and honesty; acts in trustworthy manner; follows through on commitments to others; accepts personal responsibility; expects accountability from others; demonstrates strong work ethic; assumes responsibility and ownership of organizational issues; does whatever is required or necessary to ensure successful performance.

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

Communications

ITEM WEIGHT 14.29 %

Communicates clearly, concisely, persuasively and with proper grammar, in written and/or oral form; listens accurately and attentively to others' comments; demonstrates strong writing and editing abilities; has high level of comprehension.

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

Customer Service

Demonstrates the importance of customer satisfaction by clearly identifying both internal and external customers. Consistently anticipates customer expectations and checks to ensure their expectations are met. Builds effective working relationships with both internal and external customers.

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

Creating and Managing Change

ITEM WEIGHT 14.29 %

Visualizes improved performance/service, identifies steps to reach new goals, and takes managed risks. Responds with openness and flexibility to change; participates in developing new processes; demonstrates willingness to be a change agent by promoting new approaches and responding to others' concerns and/or ideas.

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

COMPETENCY SECTION I 3 POINT SCALE - PROBATION
Core Performance Factors Continued

Dependability / Attendance

Shows up on time for meetings and work; does not exceed department standards for unexplained absences; uses appropriate notification process and provides advance notice of absences; does not abuse meal periods, breaks or other authorized time away from the job; is dependable.

NAME	COMMENT
Acceptable	
Needs Improvement	
New/Not Applicable	

Following Policies and Procedures

Follows and enforces applicable local, state, and federal regulations, laws, ordinances, and codes. Follows City and departmental policies, rules, procedures, and methods.

NAME   COMMENT

Acceptable

Needs Improvement

New/Not Applicable

Safety

Knows and complies with all safety rules, regulations, and procedures on the job; maintains and encourages a safe environment for employees and citizens; is alert to safety of co-workers.

NAME   COMMENT

Acceptable

Needs Improvement

New/Not Applicable

Job Specific Competency

STAFF ASSISTANT I - CITY CLERK - ATTENTION TO DETAIL　　　ITEM WEIGHT 20 %

Utilizes planning and attention to detail to schedule meetings and maintain the Chambers calendar and meeting room calendars to avoid any scheduling conflicts.

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

STAFF ASSISTANT I - CITY CLERK - COMMUNICATION SKILLS　　　ITEM WEIGHT 20 %

Utilizes effective communication and prompt attention to serve as a customer service contact for the Department to respond to inquiries and/or coordinate with appropriate staff so requests are being completed timely.

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

STAFF ASSISTANT I - CITY CLERK - COMMUNICATION SKILLS & EXPERIENCE　　ITEM WEIGHT 20 %

Have an ability to communicate clearly verbally and in writing to assist with special projects as directed to assist with any influx in workloads to avoid delays.

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

STAFF ASSISTANT I - CITY CLERK - ORGANIZATIONAL SKILLS   ITEM WEIGHT 20 %

Utilizes organizational skills and good judgement to complete various duties such as preparation and distribution of correspondence, letters, memorandums, forms, reports, as directed in a timely manner to avoid delay.

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

STAFF ASSISTANT I - CITY CLERK - ORGANIZATIONAL SKILLS & GOOD JUDGEMENT

ITEM WEIGHT 20 %

Utilizes organization, preparation, and mature judgement to perform day-to-day procedures to maintain the proper flow of work.

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

Job Specific Factors - Supervisors

Coaching and Development
ITEM WEIGHT 20 %

Identifies violations and/or areas in need of development and takes corrective actions; recommends actions for disciplinary action when needed; assists employees in creating long-term career goals.

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

Evaluating Subordinates
ITEM WEIGHT 20 %

Conducts timely and constructive performance review; set job-related goals tied to organizational goals.

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

Initiative
ITEM WEIGHT 20 %

Uses independent judgment and initiative in making decisions.

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

Leadership

ITEM WEIGHT 20 %

Is fair and supportive in treatment of employees; resolves issues within assigned area; demonstrates support of management decisions and policies in positive manner.

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

Planning and Scheduling

ITEM WEIGHT 20 %

Work scheduled properly, overtime kept to a minimum; assignments completed on time.

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

Evaluation Overall Section | Text Only

Overall Comment

COMMENT

Rating Scales

3 Point Scale - Probation
3 Point Scale to be used on Probation Performance Reviews

NAME	DESCRIPTION
Acceptable	Performance consistently meets the requirements needed to fulfill the principal duties, responsibilities, objectives and expectations of the position.
Needs Improvement	Employee's performance usually meets the normal requirements in most of the job areas but occasionally fails to meet minimum criteria and standards of job performance.
New/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.

5 Point Rating Scale
5 Point Scale to be used on Annual Performance Reviews

SCORE	NAME	DESCRIPTION
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.