



City Clerk Evaluation

Please rate the 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 structure the City Clerk's Office <ul style="list-style-type: none"> ▪ Plans and organizes work in such a way as to effectively and efficiently meet the municipal service needs of City Commission, charter officers, department heads, employees, advisory board members and citizens ▪ Carries out goals and policies adopted by the City Commission
<p>COMMENTS:</p> <ul style="list-style-type: none"> • The Clerk's department continues to produce agendas well in advance of the city's 48-hour requirement. City Commission and Advisory Board agendas are typically posted at least 5 days prior to the meeting. • The department has implemented the use of eComment which has resulted in a higher level of community participation in Commission meetings • Throughout the year, the Clerk's department has carried out a number of new policies including the City Seal policy, Commission travel expenses policy, Commission supplies policy, Rules of Order and Rules of Decorum policy, minutes and records policy, Commission meeting schedule, notices, and agendas policy, historical archive policy, purchase of flowers, gifts and food policy, and hybrid meetings policy.

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

2. Budgeting and Financial Management
<ul style="list-style-type: none"> • The ability to develop and monitor budgets for:

<ul style="list-style-type: none"> ▪ City Commission ▪ City Clerk's Office
<p>COMMENTS:</p> <ul style="list-style-type: none"> • I particularly value Heather's ability to run her department in a YoY 1% decrease in operational expenses and a 3% overall budget decrease. • Heather has continued to provide monthly updates to the Commission regarding our spending • Heather is implementing a records management system for the city...a daunting task. Despite many challenges, Heather and her Staff have made great strides to retrieve all department documents that are housed off-site in order to save staff time and city funds. To date, the department has retrieved 100 boxes from Access, with only 23 boxes remaining off-site.

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3. Policy and Program Development
<ul style="list-style-type: none"> • Demonstrates the ability to recommend policies related to City Clerk function to enhance the city's goals and objectives
<p>COMMENTS:</p> <ul style="list-style-type: none"> • During this evaluation period Heather has presented the Use of the City Seal, Commission Travel, Commission Supply, Archive Collection, Art Advisory Board Duties, Commission Decorum, Commission Meetings, and Commission Minutes and Records to Commission, which were approved. • The Commissioners have had several conversations about ways to improve the effectiveness of our advisory boards by implementing a training program for staff liaisons, developing an on-boarding program for new advisory board participants, and increasing resident interest in participating in our advisory boards. I would like to see Heather take a leadership role in creating and implementing a program for making this happen.

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 N/A-Not Applicable

4. 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:</p> <ul style="list-style-type: none"> • Heather consistently conducts herself with the highest ethical standards of a Charter Officer and conducts herself in a professional manner.

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 N/A-Not Applicable

5. Communication Skills
<ul style="list-style-type: none"> • Demonstrates effective oral and written communication skills
<p>COMMENTS:</p> <ul style="list-style-type: none"> • Heather and her team do a good job communicating in a timely and professional manner • Heather has been focused on improving communications within her staff and working more effectively with the different styles of individual members of her team. Heather might consider having her staff take testing - Myers-Briggs for example – as a way to increase awareness of various communication styles and how to adjust to communicate more effectively

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6. Interaction With The Public
<ul style="list-style-type: none"> • Maintains a positive relationship with the public • Timely response to public records requests • Represents the City in a professional, articulate manner when attending/presenting at community events, neighborhood meetings or social gatherings
<p>COMMENTS:</p> <ul style="list-style-type: none"> • Heather understands the importance of maintaining a positive relationship with the public and does a good job listening to and addressing • During this evaluation period, the city received 2,039 public records requests. Heather’s new public records tech II hit the ground running, a tribute to Heather’s ability to hire, train, and manage effectively. She ensures items are redacted according to Florida Statutes and that requests are fulfilled in a timely manner. • During this review period Heather has attended city events including the City’s Halloween event and the Poinsettia Parade. She did an outstanding job tossing candy from the back of my Poinsettia golf cart! 😊

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 N/A-Not Applicable

7. 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
<p>COMMENTS:</p> <ul style="list-style-type: none"> • Heather has consistently taken the time to understand and respond to my needs as a Commissioner • She is easy to work with and handles herself professionally • This commission often has meetings that extend beyond the allocated time, even when the agenda is not particularly challenging. I would like Heather to take a proactive role in suggesting ways for us to identify and implement better time management on the Dais.

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8. 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 • Effectively serves as the Election Official for the City of North Port
<p>COMMENTS:</p> <ul style="list-style-type: none"> • Heather’s relationships with other governmental agencies include, the Supervisor of Elections, Division of Elections, neighboring municipalities regarding elections and scheduling/coordination of meetings has been very positive. She has built working relationships with these entities that allow her to secure the support she needs to be successful in her position • Heather had the opportunity to support her first Special Election working effectively with the Supervisor of Elections to ensure the success of the election. She has been building her knowledge of the electoral process to further improve the city’s processes in this area. • Heather is getting ready for the 2022 Primary and General election; she has met with two citizens to date who are planning to run for office; and has made tweaks to the Candidate Handbook

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9. 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:</p> <ul style="list-style-type: none"> • Heather has positive working relationships with Charter Officers and Department Directors, but needs to spend more face-to-face time to further build strong working relationships with the other Charter officers and department directors.

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 N/A-Not Applicable

10. 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 • Demonstrates the ability to set a high standard of performance for City Clerk’s office • Fosters a sense of commitment to provide a high level of public service to the citizens

- Maintains a positive and fair work environment that supports City Clerk employees to ensure their professional success
- Encourages staff development

COMMENTS:

- Heather holds her staff's productivity to a high standard. She has updated all staff competencies to ensure their evaluations are reflective of the tasks they are assigned and that they are held accountable for their productivity.
- She promotes a positive and fair work environment. Her staff have been afforded remote work options during the pandemic, without compromising productivity and accuracy
- She has provided her staff with the opportunity to attend in person and online training and 5 of the 7 staff have taken advantage of these opportunities consistent with their career plans.

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

OVERALL RATING

Score

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

(CITY COMMISSIONERS COMMENT)

Heather has performed in a highly effective manner during this performance period. She has faced several employee challenges during the time that I have been a commissioner and she handled these challenges with effectiveness and a high degree of effectiveness. I would like her to take a leadership role in creating a program to improve the effectiveness of the city's advisory boards and suggest ways for helping this commission improve our meeting time management.

(EMPLOYEES COMMENT)

CITY CLERK SIGNATURE / DATE:

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

(INSERT SIGNATURE)	(INSERT DATE)
Barbara Langdon	February 28, 2022