

**TOWN OF CHATHAM
CHATHAM MUNICIPAL EMPLOYEES ASSOCIATION**

Employee Performance Evaluation

Employee Name: _____

Department Name: _____

Job Title: _____

Performance Review Period From: _____ **to** _____

<u>Overall Rating of Employee:</u>	<u>Review Type:</u>
___ Consistently Above Satisfactory	___ Probationary Period
___ Often Above Satisfactory	___ Annual
___ Satisfactory	___ Other _____
___ Occasionally Below Satisfactory	
___ Consistently Below Satisfactory	

RATING SCALE DEFINITIONS:

Consistently Above Satisfactory: Employee's performance meets all of the performance requirements, and in most categories, the employee's performance is above satisfactory. Overall, the employee exhibits superior performance.

Often Above Satisfactory: Employee's performance meets minimum performance requirements and in some categories, the employee's performance is above satisfactory. The employee has no categories of below satisfactory.

Satisfactory: Employee meets the minimum performance requirements in all areas. Some performance criteria may be below satisfactory, but that may be able to be off-set with equal categories of above satisfactory as long as there are indications of future improvement.

Occasionally Below Satisfactory: Employee's performance meets most of the minimum performance requirements, but the employee has one or more areas that need to improve.

Consistently Below Satisfactory: Employee does not meet the minimum performance requirements and consistently exhibits performance in rating categories that are below satisfactory. Overall, the performance of the employee is unacceptable in performing the job requirements.

Ratings: Rate the employee on the factors listed below

(*Note:* Write N/A if the criteria is not applicable, or it is too soon to rate employee on the criteria)

Employee Performance Evaluation Categories	Consistently Above Satisfactory	Often Above Satisfactory	Satisfactory	Occasionally Below Satisfactory	Consistently Below Satisfactory
Dependability – Demonstrates thoroughness and reliability in completing assignments; follows direction in a proper, trustworthy and timely manner; follows through on assigned tasks and responsibilities with minimal supervision; demonstrates responsibility for actions.					
Professionalism – Demonstrates appropriate appearance, attitude and respect for others; develops positive relations with others; exercises patience and poise in routine and stressful situations; complies with applicable regulations, policies and goals.					
Customer Service – Demonstrates a helpful, welcoming, responsive and courteous manner while servicing both internal and external stakeholders; demonstrates sensitivity and importance toward stakeholders and their problems.					
Judgment/Decision Making – Demonstrates the ability to use proper reasoning to make appropriate and practical decisions; uses proper level of discretion in taking actions; properly prioritizes service demand.					
Teamwork – Contributes to a climate of positive morale and pride in the organization; seeks to assist other stakeholders; works in a positive and productive manner with supervisors and co-workers to accomplish tasks and goals; values and respects co-worker’s and supervisor’s contributions.					
Collaboration – Creates an environment of working together with stakeholders to achieve the desired goals and objectives; helps foster a positive working environment.					
Initiative/Pro-Activity – Performs assignments with minimal supervision; voluntarily takes on tasks and assignments to further the goals and objectives of the department; acts promptly to provide service or take action when needed; takes ownership of areas of responsibility.					
Skill Level/Competence - Knowledge of job, (what is required of the position), and knowledge of the professional, technical, and operational skills to get the job done well.					
Work Quality – Performs duties, assignments, and responsibilities with little to no errors in a thorough, complete, and accurate manner; performs efficiently and effectively in completing tasks with high productivity and quality.					

Employee Performance Categories	Consistently Above Satisfactory	Often Above Satisfactory	Satisfactory	Occasionally Below Satisfactory	Consistently Below Satisfactory
Problem Solving – Works with stakeholders and co-workers to utilize available resources to develop longer term solutions to problems; seeks ways to reduce or solve issues and problems; proactively settles conflicts and disputes before they rise to a higher level.					
Creativity - Offers innovative ideas that contribute to completing assignments, objectives and departmental goals, or to improving efficiencies.					
Attendance/Punctuality – Demonstrates adherence to work start and ending times and work schedules. Does not abuse sick time.					
Adaptability - Adjusts to changing situations, conditions, goals and demands quickly and effectively; learns new and different tasks; responds positively to suggestions for work improvement and new direction.					
Accountability – adheres to accepted standards of work performance, behavior and service. Takes ownership of work performed and results.					
Self-Improvement – Seeks to improve job performance and job knowledge; seeks out input and advice from supervisory and management personnel on ways to improve job performance; contributes to job development; stays abreast of new approaches and changes in the profession.					
Results Orientation – takes full ownership for the group’s actions, work product and results in achieving the organization's goals and objectives.					

Comment Sheet: Provide applicable comments on the performance criteria. All ratings that are not "Satisfactory" require a comment. Use additional sheets if needed.

Accomplishments: Describe any accomplishments or special achievements that had positive impact on the department or Town

Recommendations to Enhance Employee Performance: Describe the specific areas in which the employee needs to improve. Also describe the specific actions that will be taken by the supervisor and the employee to strengthen these areas, any training required, and the deadline for which improvements are expected. *Recommendations should become a goal or project for the next review period.*

Employee Comments: *(Optional)*

Required Signatures:

Supervisor/Evaluator: _____ **Date:** _____

Department Head Review: _____ **Date:** _____

Town Manager Review: _____ **Date:** _____

Employee: _____ **Date:** _____

(Signature does not necessarily signify agreement)