

# City of New Hope

## Employee Performance Appraisal Form

Employee Name: \_\_\_\_\_ Employee #: \_\_\_\_\_ Length of Time in Position: \_\_\_\_\_

Department: \_\_\_\_\_ Position: \_\_\_\_\_

Time Period Covered: \_\_\_\_\_ Date of Meeting: \_\_\_\_\_

<b>1. Planning/Time Management &amp; Attendance - Structures activities and recognizes and responds to priorities. Uses time efficiently. Demonstrates an appropriate attendance record; exhibits punctuality in all work related duties including lunch and break schedules.</b>				
<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Exceptional
Unorganized; rarely prepared to begin workday on time or is slow to start, abuses breaks, unable to identify priority tasks; may exhibit costly work habits such as personal phone calls, excessive socializing, daydreaming, frequently absent, etc.	Usually prepared to begin work on time and has it organized efficiently; can usually prioritize simpler tasks but may struggle with more complex issues; completes work in acceptable time frame under normal supervision. Usually takes time off in manner prescribed by policy; usually on time for meetings	Organizes work; recognizes and adjusts priorities according to work demands; completes daily work on or ahead of schedule; supportive of cross-training. Consistently prepared to start work on time; takes breaks during allotted time; takes time off as prescribed by policy; provides adequate notice of leave time.	Consistently organizes and prioritizes work; sets realistic timetables and develops contingency plans; seeks ways to better manage time; promotes cross-training. Always prepared to start work on time; takes appropriate breaks; exercises good judgment in use of leave time; accurately accounts for time off.	Very organized; accurately assesses priorities, goals, and deadlines; consistently maximizes use of resources and time. Displays outstanding attendance record; sets examples to peers; extremely punctual; never abuses leave time
<b>2. Technical/Job Knowledge &amp; Safety - Possesses appropriate knowledge of the job; keeps abreast of new developments, technology, and trends. Works safely and uses safety equipment when necessary. Follows proper safety measures. Reports safety hazards to responsible authority.</b>				
<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Exceptional
Knowledge of the job needs to improve based on current requirements of the position. May fail to perform essential functions of job or to do so safely. May create unsafe working conditions to self and others.	Performs job within defined job parameters and usually in a safe manner. Basic knowledge of technology is being utilized on the job. Rarely acts in an unsafe manner; attends safety training when scheduled.	Well informed on all phases of job and regularly promotes safety. In most cases, applies available technology to the job. Rarely requires guidance. Regularly points out hazards to coworkers; willingly attends safety training; operates and maintains equipment as appropriate.	Possesses full understanding of job and demonstrates it in a safe manner. Exchanges job knowledge with other employees. Actively participates in training programs and promptly reports conditions needing attention to proper authority.	Knows and keeps abreast of latest technology applicable to position. Has thorough knowledge of job and how it relates to overall operation of the city. Always identifies and reports safety hazards; looks for opportunities to improve safety conditions and eliminate safety hazards.

3. Communications & Customer Relations - Communicates in written and oral form with internal and external customers. Develops rapport with people at all levels; establishes and maintains cooperative relationships and deals with others in a tactful manner.				
<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Exceptional
Communications are poorly organized, vague, or incomplete, causing misunderstandings or mistakes. Behavior occasionally discourages communication. May not listen well to others. Frequently not as helpful or supportive as desired; does not recognize customer relationships. May lack follow through; action may result in customer complaints; displays occasional moodiness.	Usually conveys ideas in an understandable manner; listens to others. Recognizes customer relationships. Usually responds to customer inquiries as appropriate.	Communicates subject matter in an understandable manner; rarely misunderstands; seeks clarification; active listener; respects the value of others' opinions. Understands and responds to customer needs in a positive, courteous and professional style; cooperative with others; accepts constructive feedback; maintains confidentiality when appropriate.	Communicates clearly and concisely; sensitive to audience; listens to different viewpoints with an open mind. Is consistently aware of a customer relationship when dealing with both external and internal customers; demonstrates a high level of interest in meeting customer needs; seeks information not readily available; is amicable and polite at all times; is a positive representative of the City.	Demonstrates exceptional ability to communicate ideas, opinions and instructions with others; consistently alert and sensitive listener. Uses strong communication skills when dealing with misunderstandings. Performs exceptionally to meet the needs of the customer (by either conventional methods or creative unconventional methods); consistently displays positive attitude; praised by customers.
4. Teamwork/Leadership & Motivation - Works and interacts with others and understands role in accomplishing group's overall goals. Displays initiative, drive, and energy to accomplish job responsibilities.				
<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Exceptional
Has little team concept and may resist working with others; may be possessive about work and unwilling to allow assistance from others; often disrupts morale with petty complaints or gossip; may blame others for errors. Shows little desire to improve performance; may not always display positive attitude toward city goals; may resist new assignments; frequently requires supervision or direction	Works as a team member, shares adequate information when requested; will usually assist coworkers. Performs routine requirements of job; attempts to improve job skills.	Supports supervisory / departmental / organizational goals and policies; participates cooperatively with others; volunteers to assist even if not part of job description; encourages others to take an active, positive role in the organization. Takes responsibility in performing all areas of work; willing to expend extra effort; is a self-starter.	Works to maintain respectful and positive working relationships; seeks suggestions from others and offers input to others; frequently takes initiative to be an active team player including participation on committees; instills confidence in others. Looks for ways to improve self through increased knowledge and skills; volunteers to assume additional responsibilities.	Encourages others to participate; addresses conflict in a timely fashion; assumes fair share of responsibility to attain group's goals; acts as a role model for others; maintains balanced and effective emotional state while under stress. Accepts new job assignments as a challenge; spends free time learning new techniques; seeks and takes advantage of opportunities; demonstrates energy and enthusiasm.

5. Decision Making/Problem Solving & Innovation - Identifies problems, evaluates options, and achieves sound conclusions. Offers suggestions for improvement and develops new and unique approaches. Is open, constructive, and positive in response to new ideas and work methods.				
<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Exceptional
Has difficulty recognizing problems; may ignore problems; shows lack of good judgment; makes decisions without factual or adequate information. Reluctant to try new ideas or participate in organizational changes; may criticize organization for enacting changes.	Considers standard solutions to solve problems; solves problems when pointed out (sometimes with supervisor's assistance); decisions usually lead to satisfactory results.	Accepts problem resolution as a challenge; accurately determines level of seriousness; considers relevant factors and risks; consistently makes reasonable decisions reflective of training and experience; decisions result in short-term solutions without negative long-term effects.	Demonstrates sound information analysis and decision making techniques; long-term impact of decisions are considered prior to selecting best alternative; assists others in problem solving tasks. Shows ingenuity; has ability to recognize effectiveness of a new idea/technique before implementation; willingly adapts to change.	Consistently anticipates and identifies problems and develops plans to correct them for long-term solutions; draws upon multiple resources for solutions; strives for decisions resulting in collaborative solutions. Consistently reviews current work methods and functions in search of improvement; expresses and offers new ideas; promotes positive outlook of change.
6. Quality of Work - Performs accurate, neat, and thorough work in a timely manner.				
<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Exceptional
Work may be inaccurate due to lack of attention to detail; may hastily complete tasks which results in poor product; may spend excessive time completing assignments or deviate from assigned task.	Usually performs work with appropriate level of effort; work occasionally requires correction.	Consistently completes daily tasks and meets job standards; does follow-up to detect errors and corrects them; meets deadlines.	Pays attention to detail and accuracy; completed projects always meet and normally exceed job requirements.	Performs work in a manner that is consistently accurate, thorough, detailed, timely and complete.
<b>Overall Evaluation</b>				
<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Good	<input type="checkbox"/> Very Good	<input type="checkbox"/> Exceptional

Supervisor Comments *(required for all exceptional and unsatisfactory)*

Employee Comments

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

*Forms with goals sheet attached (if used) should be submitted to human resources by Feb. 28.*