

**TOWN OF CHARLOTTE
PERFORMANCE APPRAISAL**

Employee Name _____

Date: _____

Position _____

Review Period: _____ to _____

Type of Review: __ **Annual** __ **Probationary**

Purpose:

1. To clarify job expectations
2. To set performance goals and evaluate progress in achieving these goals.
3. To encourage professional growth and career planning.
4. To provide direct, constructive feedback about the employee's performance, identifying strengths as well as areas needing improvement.
5. To improve communication between employee and employer.

Overall Performance Ratings:

Distinguished: This rating is reserved for the employee *who clearly and consistently demonstrates exceptional performance in all major areas of responsibility throughout the review period.* Performance and job knowledge far exceed job requirements. No areas of improvement are required.

Superior: This rating best describes an employee with a *level of accomplishment that goes beyond expected results on nearly all performance factors on a sustained basis throughout the review period.* Performance and job knowledge are at a level in excess of the consistent performer. The employee always produces quality work, with accurate and timely work with a minimum of supervision.

Consistently Meets Expectations: This rating is assigned to an employee who *fully performs all the requirements of the job and meets goals and objectives on a sustained basis throughout the review period.* It is the good, solid performance normally expected of those who have the necessary education, training and relevant experience to enable them to effectively perform in a consistently reliable and

professional manner. The overall achievement meets and sometimes exceeds job requirements.

Needs

Improvement: *An employee earning this rating needs improvement to meet minimum job requirements. The employee is expected to progress to a consistent level of performance within a specified time with additional training, guidance and/or experience. A development plan outlining goals and objectives for improvement is suggested.*

Unsatisfactory: *This rating is assigned to an employee with performance deficiencies resulting in failure to meet overall job requirements during the review period. The employee cannot be relied upon to carry out the expected requirements of the position. Corrective action is necessary. Improvement within a specified time period is necessary to remain in present position.*

Performance Criteria

Quality of work. Quality of work refers to how well the employee performs work. Work is thorough, accurate and complete. Work is neat and presentable. Work is performed consistently with skill. The employee consistently maintains quality even under pressure.

Rating and comments:

Quantity of work: Quantity of work refers to the amount of work performed in relation to the time requirements of the job. The necessary amount of work is accomplished in the expected time frame. Deadlines are met.

Rating and comments:

Communication: Communication refers to the verbal and written transmission of information and to the employee's actions and attitude in communicating with others. The employee listens effectively and is open to the thoughts and ideas of others; openly shares work-related information with others; is sensitive to the need for confidentiality in certain matters; and keeps supervisor fully informed.

Rating and comments:

Work Attitude: Work attitude refers to how cooperative and skillful the employee is in dealing with others. The employee is receptive to direction and raises questions and concerns in a constructive manner; is open to trying new approaches and procedures; is willing to hear constructive criticism and acts on it; is sensitive to the needs of citizens and co-workers; and is helpful to citizens, going out of the way when necessary to answer a question or solve a problem. The employee handles difficult situations with the public in a courteous, calm and tactful way; is neat and professional in appearance when dealing with the public; and is careful with equipment and sensitive to costs.

Rating and comments:

Initiative: Initiative refers to the employee's capacity to be self-reliant and to initiate new ideas. The employee demonstrates the ability to work alone without continuous supervision; finds and offers better ways to accomplish tasks; takes the initiative to ask, explore, or otherwise gain knowledge needed to perform the job; and is able to improvise when faced with obstacles to figure out how to get around them. When work is completed the employee takes it upon him/herself to move to the next task or assist co-workers as needed.

Rating and comments:

Dependability: Dependability refers to the extent to which the employee can be depended upon to perform the work. The employee consistently gives his best effort from one job to another during both normal times and emergencies; is regular in attendance; and observes established work hours

Rating and comments:

Achievement of past year's goals: Discuss achievement of last year's goals.

New goals: Outline next year's goals. State the agreed upon goals for performance or professional development to be achieved during the next review period. Discuss areas needing improvement and include action steps and time frames to be observed. Activities might include on-the-job training, external training, special assignments or coaching.

Overall Level of Performance: _____

Employee Signature _____ Date: _____

(Signature indicates that the employee has read this performance rating and reviewed its contents with a member or members of the review committee. Employees should feel free to attach comments to this review.)

Reviewer Signature(s) _____ Date: _____

