



# City of Little Rock - Performance Evaluation Form

## Employee Series

Employee Name:

Employee ID#:

Supervisor's Name:

Evaluation Period Beginning Date:

Evaluation Period End Date:

### Rating Categories and Definitions

(For example, only. Not based on a particular job)

#### 1-Poor

Work is incomplete and/or contains errors; attendance away from office is unplanned; employees' performance is impacting others. Employee has received training on multiple occasions.

#### 2-Needs Improvement

Does not pay attention to work output - often are avoidable/glaring mistakes. Does not take responsibility for mistakes; unplanned absences cause office disruption and missed deadlines; other employees are impacted on a regular basis.

#### 3-Meets Expectations

Work is usually error free, with some exceptions; absences are planned and scheduled accordingly; employee is able to work independently most of the time, unless a new task/duty is introduced.

#### 4-Exceeds Expectations

Completes assignments on time and independently; organized; accountable for mistakes; time off is scheduled with minimal impact on staffing levels; ability to train others on tasks performed.

#### 5-Outstanding

Completes assignments either on time or early; self-directed; work completed is thorough and error free; pursues goals for the division/department absent of any direction from management; adjusts how work is done if necessary; presents creative and/or original ideas of how to accomplish tasks more efficiently (quicker, cheaper, and/or improved results.)

## Organizational Citizenship

Employee exhibits behaviors outside their formal job description. Employee goes the extra mile out of personal motivation. Participation in elective training, accepting both organization and department change with a good attitude.

1- Poor	2 - Needs Improvement	3 - Meets Expectations	4 - Exceeds Expectations	5 - Outstanding
Does not display commitment to City/Department Mission and Vision. Fails to attend training; critical of change without positive suggestions; openly criticizes City/Departments/ administration; blames others for circumstances at work.	Attends training only if required; assists others when mandated; work processes and attitude does not always fall in line with the mission/vision of City or Department; complains.	Maintains a standard of behavior consistent with mission/vision. Accepts change with respect; offers suggestions and/or constructive criticism. Attends trainings without reminders.	Communicates mission/vision to employees/residents. Reflects values; offers assistance without being asked; takes training concepts and brings them into the work unit; volunteers for special assignments; asks for cross-training.	Displays commitment to both City and Department by demonstrating work that adheres to the mission/vision of both the City and the Department. Demonstrates a willingness to help, assists others and goes above what is expected.

### Plan Step

**Job Specific Behaviors:**

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### Review Step

**Observed Behaviors During Evaluation Period:**

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**1.0 or 1.5**

**2.0 or 2.5**

**3.0 or 3.5**

**4.0 or 4.5**

**5.0**

**Enter Score Here:**

**Employee Comments/Rebuttal:**

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**Attendance/Work Product**

Work processes and results are accurate, efficient, and meet established standards; takes early corrective action to avoid problems/errors; incorporates values and standards (internal and external) in providing service. Attendance is reliable and absences from the office are planned with few exceptions. Leave classified under ADA/FMLA is exempt.

<b>1- Poor</b>	<b>2 - Needs Improvement</b>	<b>3 - Meets Expectations</b>	<b>4 - Exceeds Expectations</b>	<b>5 - Outstanding</b>
Work is incomplete and/or contains errors; attendance away from office is unplanned; employees performance is impacting others. Employee has received training on multiple occasions	Does not pay attention to work output - often are avoidable/glaring mistakes. Does not take responsibility for mistakes; unplanned absences cause office disruption and missed deadlines; other employees are impacted on a regular basis.	Work is usually error free, with some exceptions; absences are planned and scheduled accordingly; employee is able to work independently most of the time, unless a new task/duty is introduced.	Completes assignments on time and independently; organized; accountable for mistakes; time off is scheduled with minimal impact on staffing levels.	Completes assignments either on time or early; self-directed; work completed is thorough and error free; pursues goals for the division/department absent of any direction from management; adjusts how work is done if necessary.

**Plan Step**

**Job Specific Behaviors:**

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**Review Step**

**Observed Behaviors During Evaluation Period:**

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**1.0 or 1.5**

**2.0 or 2.5**

**3.0 or 3.5**

**4.0 or 4.5**

**5.0**

**Enter Score Here:**

**Employee Comments/Rebuttal:**

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## Interpersonal Skills

Interacts with employees and residents in a positive and constructive manner; open and considerate of needs and views of others; understands concept of customer service for internal and external customers. Recognizes the importance of the Department's relationship with the residents of the community.

1- Poor	2 - Needs Improvement	3 - Meets Expectations	4 - Exceeds Expectations	5 - Outstanding
<p>Fails to greet employees and residents appropriately, both in person and on phone; fails to identify themselves; fails to provide prompt service; ignores requests; condescending and unprofessional; disruptive; acts independently when teamwork is required; negative attitude; unapproachable; communication is harsh.</p>	<p>Fails to provide service within a reasonable time frame; passes requests/work off to others; is not always courteous; fails to coordinate work with other members of team; disparages others; input concerning ideas of others is typically negative; ignores the importance of work relationships; does not support Department; does not display patience.</p>	<p>Works well with team; accepts criticism; responds to others in a courteous manner; offers solutions when problems arise; displays a positive attitude; displays professionalism; provides service within a reasonable amount of time; smiles; supportive of mission/vision.</p>	<p>Graceful and tactful under pressure; solves problems for customers/residents, often with creative solutions; is flexible and adaptable when possible; service provided is prompt and accurate; encourages team participation; praises others; leads collaborative sessions.</p>	<p>Demonstrates respect, integrity, and honesty when dealing with others; goes out of the way to provide excellent customer service; ensures that customers/residents are guided appropriately when issues arise that are not in employees' area; displays enthusiasm; behavior is an example to others; promotes team and team success.</p>

### Plan Step

**Job Specific Behaviors:**

### Review Step

**Observed Behaviors During Evaluation Period:**

1.0 or 1.5

2.0 or 2.5

3.0 or 3.5

4.0 or 4.5

5.0

**Enter Score Here:**

**Employee Comments/Rebuttal:**

**Occupational Expertise**

Demonstrates a high level of professional knowledge and proficiency related to the responsibilities of his/her position (reflected via related contributions and accomplishments during the rating period).

<b>1- Poor</b>	<b>2 - Needs Improvement</b>	<b>3 - Meets Expectations</b>	<b>4 - Exceeds Expectations</b>	<b>5 - Outstanding</b>
Does not demonstrate knowledge of the job; refuses to share information with others on how to do job; communication has grammar/spelling errors; requires direction for basic job performance; uncaring or lack of job knowledge; impacts the work unit on a daily basis.	Demonstrates some knowledge of the job; learns new concepts only when given to them; generally does not seek out new knowledge; insists on performing the job the same way. Does not take initiative to learn new concepts; Exhibit little interest in professional training.	Demonstrates knowledge of the job; usually shares knowledge with the team; takes initiative in learning new concepts; adjusts to new situations; becomes stressed when job changes, has some difficulty adapting to new policies/procedures.	Develops new work processes to improve technical ability to complete work; able to answer job related questions; job performance is following mission/vision; serves as a resource for peers.	Performs well under different sets of circumstances; remains calm and knowledgeable under pressure; considered an expert in the field; leads initiatives in learning and sharing new concepts.

**Plan Step**

**Job Specific Behaviors:**

**Review Step**

**Observed Behaviors During Evaluation Period:**

**1.0 or 1.5**

**2.0 or 2.5**

**3.0 or 3.5**

**4.0 or 4.5**

**5.0**

**Enter Score Here:**

**Employee Comments/Rebuttal:**

**Total Score:**

**Final  
Supervisor  
Comments:**

**Final  
Employee  
Comments:**

**Supervisor's  
Signature:**

**I acknowledge my Performance Evaluation was discussed with me and I have been given a copy.**

**Employee's  
Signature:**