



236 Grand Street

Waterbury, CT 06702

(203) 574-6761

## The City of Waterbury

### Department of Human Resources

# Performance Appraisal

DEPT: \_\_\_\_\_ DATE: \_\_\_\_\_

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_ APPRAISAL PERIOD: \_\_\_\_\_ to \_\_\_\_\_

TYPE:  Probationary HIRE DATE: \_\_\_\_\_

Annual DATE STARTED IN POSITION: \_\_\_\_\_

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The purpose of this appraisal form is to open and document a discussion between a manager and an employee regarding job expectations and performance. This form may be used: for an employee development plan, as a component of a promotional exam or selection process, and to document disciplinary action.

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Completing this appraisal:

1. Review the Performance Appraisal Policy
2. If you have any questions about the policy or reviewing employees contact Human Resources.
3. Fill in page 2 through 5 by indicating the appropriate rating.
4. Obtain next level manager signature. Department procedures may require Department Head sign-off.
5. Conduct a conversation with the employee regarding ratings.

Submit the Performance Review Record to Human Resources for review and permanent filing. Probationary failures must be approved by the Director of Personnel prior to meeting with the probationary employee.

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## PERFORMANCE LEVELS

**EXCEEDS EXPECTATIONS** - Outstanding performance that results in extraordinary and exceptional accomplishments with significant contributions to the objectives of the Department, Bureau and the City.

**SATISFACTORY PERFORMANCE** - Good performance with incumbent fulfilling all position requirements and, on occasion, generating results above those expected for the position.

**NEEDS IMPROVEMENT** - Performance does not meet expectations. Situation requires prompt attention and an action plan to address deficiencies.

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### JOB KNOWLEDGE

Knowledge of policies and procedures; or knowledge of techniques, tools, equipment, procedures, and materials.

- \_\_\_\_\_ **EXCEEDS EXPECTATIONS** Knows and understands all policies, procedures and processes so thoroughly that employee is a resource for co-workers.
  - \_\_\_\_\_ **SATISFACTORY PERFORMANCE** Knows and understands all policies, procedures and processes, and effectively uses skills and resources to meet job expectations, rarely requiring assistance from supervisor or co-workers.
  - \_\_\_\_\_ **NEEDS IMPROVEMENT** Limited knowledge of job, lacks knowledge to perform job properly, frequently requires assistance or instruction.
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### QUALITY OF WORK

Freedom from errors and mistakes. Accuracy, quality of work in general.

- \_\_\_\_\_ **EXCEEDS EXPECTATIONS** Produces error-free work, takes actions to minimize re-work.
  - \_\_\_\_\_ **SATISFACTORY PERFORMANCE** Usually produces error-free work. Quality satisfactory.
  - \_\_\_\_\_ **NEEDS IMPROVEMENT** Makes frequent mistakes that result in waste, service delays or complaints, and require additional work or re-work.
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**QUANTITY OF WORK**

Work output of the employee in measurable terms.

- \_\_\_\_\_ EXCEEDS EXPECTATIONS Completes own assignments & regularly requests or takes on additional assignments.
- \_\_\_\_\_ SATISFACTORY PERFORMANCE Handles volume of work expected, completes assignments on-time.
- \_\_\_\_\_ NEEDS IMPROVEMENT Below expected output, leaves work or assignments for others to do.

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**CUSTOMER SERVICE**

The degree to which the employee responds to internal and external customers to provide answers and solutions to routine or complex questions, or problems that might arise in daily interactions.

- \_\_\_\_\_ EXCEEDS EXPECTATIONS Anticipates necessary actions, frequently provides creative solutions, suggests better ways to solve problems and serve citizens and customers.
- \_\_\_\_\_ SATISFACTORY PERFORMANCE Recognizes the customer (citizens, clients, co-workers), makes customer satisfaction a priority, and places their needs above personal needs. Cooperates with others to achieve objectives.
- \_\_\_\_\_ NEEDS IMPROVEMENT Does not always promptly recognize customer requests, does not accept responsibility, waits for direction, delays action, or acts in a manner that causes complaints.

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**COMPLIANCE**

Follows all applicable policies, procedures, standards, and laws that relate directly to position and department. Observes safety and other regulations.

- \_\_\_\_\_ EXCEEDS EXPECTATIONS Regularly acts as described in “Satisfactory Performance”, takes action to reduce hazards, accidents, complaints or problems, recommends improvements to existing procedures or processes.
- \_\_\_\_\_ SATISFACTORY PERFORMANCE Always follows City policies, safety regulations, department rules, standard operating procedures and established processes.
- \_\_\_\_\_ NEEDS IMPROVEMENT Does not comply with policies, regulations, rules, standard operating procedures and established processes. Absence/tardiness has caused service delays or added costs to operations.

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**ATTENDANCE / PUNCTUALITY**

Comes to work daily and conforms to scheduled work days and hours.

\_\_\_\_\_ SATISFACTORY PERFORMANCE Employee is prompt and regular in attendance, with occasional pre-planned absences.

\_\_\_\_\_ NEEDS IMPROVEMENT Frequent absences or tardiness.

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**OVERALL EVALUATION**

Employees receiving more than one NEEDS IMPROVEMENT cannot receive an Overall Evaluation of SATISFACTORY PERFORMANCE or EXCEEDS EXPECTATIONS

\_\_\_\_\_ EXCEEDS EXPECTATIONS

\_\_\_\_\_ SATISFACTORY PERFORMANCE

\_\_\_\_\_ NEEDS IMPROVEMENT

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**EMPLOYEE COMMENTS**

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**EMPLOYEE'S SIGNATURE:** \_\_\_\_\_

Signing this form only indicates that this form has been discussed with me.

**FOR PROBATIONARY REVIEW ONLY:** I DO \_\_\_ DO NOT \_\_\_ Recommend continued employment of this probationary employee.

Prepared by: \_\_\_\_\_ Supervisor

Date: \_\_\_\_\_

Approved by: \_\_\_\_\_ Next Mgmt. Level

Date: \_\_\_\_\_

Approved by: \_\_\_\_\_ Dept Head

Date: \_\_\_\_\_ (Required for Probationary Employees)

Reviewed and approved by: \_\_\_\_\_ Personnel Director

Date: \_\_\_\_\_ (Probationary Employees Only)