



236 Grand Street

Waterbury, CT 06702

(203) 574-6761

The City of Waterbury

Department of Human Resources – Civil Service, Room 202

Employee Performance Appraisal Form

DEPT: _____

DATE: _____

NAME: _____

EMPLOYEE#: _____

TITLE: _____

APPRAISAL PERIOD: _____ to _____

TYPE: Probationary HIRE DATE: _____

Annual DATE STARTED IN POSITION: _____

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.

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.

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.

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.

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.

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.

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.

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.

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.

SAFETY

Knowledge of applicable OSHA requirements. Consistently uses PPE's (Personal Protective Equipment), attends all OSHA trainings. Follows all safety protocols and policies. Accidents and near-miss situations are reported as they happen to prevent repeat occurrences.

- _____ **EXCEEDS EXPECTATIONS** Employee has taken a lead role in promoting safety in the workplace. Employee assists the Supervisor or Department Head in promoting safety. Employee takes an active role in providing safety training and has demonstrated a willingness to educate and help others when un-safe acts are observed.

_____ **SATISFACTORY PERFORMANCE** Employee does not need to be reminded to follow basic safety protocols (example use of PPE). Employee has knowledge of OSHA's safety standards and applies them consistently to his/her tasks. Employee has demonstrated a willingness to ask questions and stop a task when something appears unsafe. Employee participates in the City's overall culture of safety by supporting the City's overall safety culture.

_____ **NEEDS IMPROVEMENT** Employee does not wear PPEs consistently. Employee does not have knowledge of, or chooses to ignore and/or follow basic safety protocols when completing a task. Employee does not participate in safety trainings and does not support the City's overall safety culture.

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

EMPLOYEE COMMENTS

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)