

Blount County Government Performance Evaluation Process Checklist

- Reviews are to be completed on or before the anniversary hire date of the employee
 - Please note that if the employee is eligible for the pay increase, it will be given in the new budget year
- Any score received between 1.0 – 2.9 requires the manager to consult with Human Resources prior to delivering the review to the employee
- Original copy must be signed by all parties and returned to Human Resources to be placed in the employee's personnel file
- Listed below is how to calculate the ratings for the performance review
 - Section ratings
 - Add up the number of points in each section
 - Does Not Meet Expectations = 1 point
 - Needs Improvement = 2 points
 - Meets Expectations = 3 points
 - Exceeds Expectations = 4 points
 - Divide the total points by the number of items rated
 - Result will equal the rating for that section
 - Overall ratings
 - Add all the section ratings
 - Divide by 8 if an employee with no supervisory responsibilities
 - Divide by 10 if an employee with supervisory responsibilities
 - Result will equal the total overall rating for the employee
- In order to receive a salary increase, the employee's overall rating must be equal to Meets Expectations or Exceeds Expectations

Blount County Government Employee Performance Evaluation

EMPLOYEE'S NAME:	EMPLOYEE ID:	
EVALUATION PERIOD:	CURRENT POSITION:	DEPARTMENT:
EVALUATOR'S NAME:	DATE OF EVALUATION:	

PURPOSE

Blount County Government utilizes a formal system of performance evaluation for all employees that sets job expectations and assesses employee performance. The purpose of the evaluation is to provide feedback to employees about their work performance; assist with employee career development; identify areas for improvement; and achieve overall Blount County Government goals. The objectives of the formal evaluation are to:

- Assure evaluation of employee's performance, and focus maximum attention on achievement of assigned duties;
- Serve as a systematic guide for supervisors in planning further training and development for each employee;
- Assist in determining and recording special talents, skills, and capabilities that might otherwise not be noticed or recognized; and
- Provide an opportunity for each employee to discuss job concerns and interests with his/her supervisor.

INSTRUCTIONS FOR COMPLETING AND ADMINISTERING THE PERFORMANCE EVALUATION

1. **Evaluation and Self-Evaluation.** Both the employee and the evaluator are to complete an evaluation form. Prior to the evaluation meeting, the employee is to do a self-evaluation using this form, and give a copy of it to the evaluator at an agreed upon date prior to the review. If necessary, the evaluator/supervisor will conduct a pre-review discussion to clarify points in the employee's self-evaluation.
Evaluation Standards : (Supporting statements that provide evidence of performance level is required by the Evaluator in the Comments section for each Competency.)
 - **Does Not Meet Expectations:** Performance is below expectations and requires significant improvement.
 - **Needs Improvement:** Performance partially meets some but not all expectations; further improvement is required for successful performance.
 - **Meets Expectations:** Performance completely meets the expectations; results are achieved.
 - **Exceeds Expectations:** Performance consistently exceeds expectations; achievements may have significant impact on organization.
2. **Completing the Evaluation Form.** The evaluation form is divided into four sections and must be completed as follows:
Section 1: Competencies – Competency evaluation standards are determined by the employee's actual performance for each competency factor. Competency factors are applicable to all positions, and several examples of competency performance have been listed for each factor. Employees and evaluators should evaluate how the employee demonstrates these competencies when assigning a rating standard to the items within the factor group. Two additional competency factors are identified for employees in supervisory positions.
Section 2: Overall Rating - An overall performance rating for the evaluation period will be established by the evaluator.
3. **Routing for Signature.** The evaluator will send the completed evaluation to the next level supervisor who will review and sign the evaluation and forward to Human Resources (HR) for additional review and approval.
4. **Meeting of Evaluator and Employee** - After completing 1 through 4, and receiving approval from the next level evaluator and HR, the evaluator will meet with the employee to discuss the evaluation. The employee may complete the Employee Comments section and sign the completed evaluation. The evaluator will also sign the evaluation, and provide a copy to the employee.
5. **Official Personnel Record.** Once the evaluation form is completed, the discussion has occurred, and the employee has had an opportunity to provide comments, the original, signed document will be forwarded by the evaluator to HR for placement in the official personnel file.

SECTION 1: COMPETENCIES - Measurable characteristics and traits that identify successful employees throughout the organization. The competency factors below measure *how* the work (performance of job specific goals and objectives) is done during the evaluation period. The evaluator will review position specific job description duties and evaluation period goals and objectives with the employee when discussing evaluation standard results.

	DOES NOT MEET EXPECTATIONS (1 POINT)	NEEDS IMPROVEMENT (2 POINTS)	MEETS EXPECTATIONS (3 POINTS)	EXCEEDS EXPECTATIONS (4 POINTS)
<p>1. JOB KNOWLEDGE - Demonstrates the understanding of job requirements, skill in performance of job, and ability to learn and apply skills.</p> <p>a) Demonstrates knowledge and skills required for performance of the job.</p> <p>b) Exhibits ability and willingness to learn and apply new skills.</p> <p>c) Demonstrates an understanding of how the job relates to other jobs in the department and organization.</p> <p>d) Makes good use of resources available to perform the job.</p> <p>e) Seeks opportunities to improve knowledge, skills and abilities for performance in the job.</p> <p>Comments:</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <p>Add up the # of points earned above; divide by # of questions; this equals the rating for this section</p> <p>Section Rating:</p>
<p>2. CUSTOMER SERVICE - Demonstrates commitment to excellent service to customers, provides timely response to customers, and deals with customers with courtesy, consideration, and integrity.</p> <p>a) Works well with all customers, demonstrating commitment and sensitivity toward, and appreciation of, diverse populations.</p> <p>b) Shows service orientation; responds with a willingness to help internal or external customers.</p> <p>c) Acts promptly to the needs of the customer. Takes steps to ensure that requests have been properly understood, including required time frame and delivery of response.</p> <p>d) Takes personal responsibility and is accountable for customer-oriented interactions.</p> <p>e) Demonstrates respect for all customers and works well with customers who appear difficult or challenging.</p> <p>Comments:</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <p>Add up the # of points earned above; divide by # of questions; this equals the rating for this section</p> <p>Section Rating:</p>

	DOES NOT MEET EXPECTATIONS (1 POINT)	NEEDS IMPROVEMENT (2 POINTS)	MEETS EXPECTATIONS (3 POINTS)	EXCEEDS EXPECTATIONS (4 POINTS)
<p>3. TEAM WORK/COLLABORATION - Works well with others; committed to cooperation in the successful performance of the critical elements of the job, shows openness to diverse thoughts and views.</p> <p>a) Completes designated tasks as assigned and demonstrates commitment to success of the team.</p> <p>b) Keeps co-workers informed of changes in process/procedures in the organization that could affect their job.</p> <p>c) Constructively responds to suggestions and feedback received from others.</p> <p>d) Encourages and accepts diverse thoughts and approaches to accomplishment of work duties.</p> <p>e) Treats team members with respect and dignity through honest, open interactions.</p> <p>Comments:</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <p>Add up the # of points earned above; divide by # of questions; this equals the rating for this section</p> <p>Section Rating:</p>			
<p>4. COMMUNICATION - Ability to express one's self orally and in writing as needed; to effectively comprehend messages from others, both orally and in writing.</p> <p>a) Listens to and understands explanations, directions and expressions of need, whether from students, subordinates, superiors, co-workers, or the public.</p> <p>b) Clearly expresses needs, explanations and directions to others with both written correspondence and verbal exchanges.</p> <p>c) Provides feedback; engages in follow-up, keeps others informed and obtains information from others as needed to perform the job efficiently.</p> <p>d) Delivers high quality communications, both oral and written.</p> <p>e) Leverages opportunities in communications to demonstrate commitment to customers and the community.</p> <p>Comments:</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <p>Add up the # of points earned above; divide by # of questions; this equals the rating for this section</p> <p>Section Rating:</p>			

	DOES NOT MEET EXPECTATIONS (1 POINT)	NEEDS IMPROVEMENT (2 POINTS)	MEETS EXPECTATIONS (3 POINTS)	EXCEEDS EXPECTATIONS (4 POINTS)
<p>5. RELIABILITY - Performs duties/completes work to expected standards and within time and cost expectations.</p> <p>a) On duty where and when needed; performs tasks within normal allotted time.</p> <p>b) Completes work accurately within prescribed deadlines.</p> <p>c) Demonstrates initiative and ability to work independently.</p> <p>d) Utilizes resources, establishes priorities and organizes work to meet required deadlines.</p> <p>e) Overcomes routine job obstacles with allotted resources, and without negatively impacting productivity of others.</p> <p>Comments:</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <p>Add up the # of points earned above; divide by # of questions; this equals the rating for this section</p> <p>Section Rating:</p>
<p>6. INTERPERSONAL SKILLS - Works well with supervisor, subordinates, peers and the public.</p> <p>a) Sets a positive example in work relationships.</p> <p>b) Maintains self-control.</p> <p>c) Accepts constructive criticism and takes responsibility for one's actions.</p> <p>d) Interacts appropriately, honestly and effectively with co-workers.</p> <p>e) Demonstrates behavior that supports transparency and commitment to success of team and organization.</p> <p>Comments:</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <p>Add up the # of points earned above; divide by # of questions; this equals the rating for this section</p> <p>Section Rating:</p>

	DOES NOT MEET EXPECTATIONS (1 POINT)	NEEDS IMPROVEMENT (2 POINTS)	MEETS EXPECTATIONS (3 POINTS)	EXCEEDS EXPECTATIONS (4 POINTS)
<p>7. PERFORMANCE - Committed to the overall goals, functions and requirements of their classification.</p> <p>a) Displays a positive work ethic, and strives for the highest standards.</p> <p>b) Shows commitment and concern with how one's own actions affect the organization's reputation.</p> <p>c) Displays a sense of pride in work, and is accountable for outcomes.</p> <p>d) Demonstrates commitment to continuous improvement through work process improvements.</p> <p>Comments:</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <p>Add up the # of points earned above; divide by # of questions; this equals the rating for this section</p> <p>Section Rating:</p>			
<p>8. OUTCOME ORIENTATION - Committed to the successful completion of both tasks assigned to the employee as well as those of the employees reporting to them.</p> <p>a) Displays a positive work ethic.</p> <p>b) Shows commitment and concern with how one's own actions affect success.</p> <p>c) Displays a sense of responsibility for results.</p> <p>d) Seeks opportunities for continuous improvement for work group tasks.</p> <p>Comments:</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <p>Add up the # of points earned above; divide by # of questions; this equals the rating for this section</p> <p>Section Rating:</p>			

SUPERVISORY COMPETENCIES: APPLICABLE NOT APPLICABLE

This section is only for those employees with supervisory responsibilities and should be left blank for those who do not directly supervise an employee of Blount County Government.

	DOES NOT MEET EXPECTATIONS (1 POINT)	NEEDS IMPROVEMENT (2 POINTS)	MEETS EXPECTATIONS (3 POINTS)	EXCEEDS EXPECTATIONS (4 POINTS)
<p>9. LEADS, DEVELOPS, AND RECOGNIZES STAFF - Demonstrates supervisory skill and ability in leading staff in accomplishment of assigned work functions.</p>				
<p>a) Gives clear instructions and explanations, both individually and in groups. Effectively conveys directions and organization policy and rules; communicates decisions and requirements from higher management.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>b) Plans and schedules duties and assignments; allocates tasks in a fair and efficient manner.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>c) Leads with a positive example and persuasion; gains cooperation through appropriate actions. Provides assistance and resources (when available) to facilitate staff in their duties.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>d) Trains and coaches effectively; provides feedback. Makes effective use of performance assessment tools. Recognizes accomplishments of staff.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>e) Makes effective use of tools of supervisory control. Makes good personnel decisions; differentiates employees accurately based on skill and performance; makes good decisions/recommendations in hiring, advancement, and termination.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>f) Supports and encourages employee growth and opportunities for promotion.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p>	<p>Add up the # of points earned above; divide by # of questions; this equals the rating for this section</p>			
	<p>Section Rating:</p>			

SECTION 2: OVERALL RATING – Following determination of results of section 1 above, the evaluator will develop the overall rating for the evaluation period. The evaluator will provide comments which substantiate the overall rating. The Employee is encouraged, and should be provided the opportunity to make comments as appropriate.

DOES NOT MEET EXPECTATIONS (1 POINT): Performance is below expectations and requires significant improvement.

NEEDS IMPROVEMENT (2 POINTS): Performance partially meets some but not all expectations; further improvement is required for successful performance.

MEETS EXPECTATIONS (3 POINTS): Performance completely meets the expectations; results are achieved.

EXCEEDS EXPECTATIONS (4 POINTS): Performance consistently exceeds expectations; achievements may have significant impact on organization.

List the rating from each of the categories from Section 1 above. Add up the ratings and divide by the total number of categories to determine the overall rating for the employee.

JOB KNOWLEDGE RATING: _____

RELIABILITY RATING: _____

CUSTOMER SERVICE RATING: _____

INTERPERSONAL SKILLS RATING: _____

TEAM WORK/COLLABORATION RATING: _____

PERFORMANCE RATING: _____

COMMUNICATION: _____

OUTCOME ORIENTATION RATING: _____

SUPERVISORY COMPETENCIES (IF APPLICABLE)

LEADS, DEVELOPS, RECOGNIZES STAFF RATING: _____

JOB KNOWLEDGE/ACCOUNTABILITY RATING: _____

TOTAL OVERALL RATING: _____

SUPERVISOR COMMENTS:

EMPLOYEE COMMENTS:

The employee's signature indicates that he/she received a copy of this evaluation and had the opportunity to review and discuss with his/her supervisor.

Employee

Date

Immediate Supervisor

Date

Next Level Supervisor

Date

Human Resources

Date