

Delaware County
Employee Performance Evaluation

Performance Period From: _____ To: _____

Reviewing Supervisor: _____

Employee: _____ Review Date: _____

Title: _____ Department: _____

Type of Review: Mid Probation End of Probation Annual

DELAWARE COUNTY'S MISSION

Delaware County provides quality services to our residents, customers and the communities within the County in a fiscally responsible manner. We strive to be professional and disciplined in both our thoughts and actions and make focused decisions that are in the best interest of the public and our customers.

People: The Most Important Asset

It is our goal to recruit, train, and retain the most qualified and productive staff for Delaware County; to promote mutual trust and respect for each other; and practice open and timely two-way communication with the expectation and confidence that people will do the right thing. The County will keep an open mind to new ideas and encourage innovation. We hope to provide an opportunity for all employees to develop their potential and make the best use of their abilities.

Success: You Make It Happen

To make the County's goals happen, employees must share the same ideals and their actions must support those goals. Employees are the key to success for themselves and the County as a whole. If employees are successful, the County will be also. Every decision you made and every action taken, employees must consider the goals of their department, division, and the County and whether their thoughts and actions are moving those forward or moving them backwards.

- 1) Speed of Service – Providing service in a manner that positively affects the community and our customers.
- 2) Quality of Service – Providing quality services that positively impact the customers and the community.
- 3) Focused Decision Making – Decisions that impact positively on the community and our customers rather than personal satisfaction or gain; considering the big picture and the long-term impact your actions and decisions will have
- 4) Disciplined People, Thought and Action – Following the policies, procedures, rules, or directions to get the job done correctly.

Employee Performance Review Objectives:

This employee performance review will highlight the employee's strengths and successes and identify areas of growth, improvement and goal development.

This review is divided into the following sections:

1. Service & Accountability
2. Communication, Customer Service & Cooperation
3. Job Knowledge & Problem Solving
4. Initiative & Productivity

DELAWARE COUNTY EMPLOYEE EVALUATION

Performance Review Instructions: Please use the following review ratings to summarize the employee’s performance for the review period.

RATING METHODS				
Improvement is Essential for Job Success		Performance on Target	Key Contributor Who Performs at a High Level	
1 Unsatisfactory	2 Needs improvement	3 Performance on Target	4 Exceeds job requirements	5 Outstanding

Success Factor # 1 – Speed of Service & Accountability	Rating
1. Demonstrates initiative consistent with job expectations to improve performance.	
2. Follows instructions and responds to management direction.	
3. Meets assigned deadlines without additional prompting by supervisor or others.	
4. Meets attendance and punctuality guidelines; Use of leave does not negatively impact the department or co-workers.	
5. Complete tasks accurately and in a timely and efficient manner.	
Total	

Success Factor # 2 - Quality of Service: Communication, Customer Service & Cooperation	Rating
1. Professionally communicates ideas and thoughts (verbally and written).	
2. Responds in a prompt, friendly, professional manner to requests and inquiries using appropriate communication methods.	
3. Exhibits good listening skills and comprehends directions.	
4. Demonstrates flexibility by adapting to changes in priorities and the work environment.	
5. Demonstrates courtesy and professionalism with internal and external customers.	
Total	

Success Factor # 3 - Focused Decision Making: Job Knowledge & Problem Solving	Rating
1. Competent in essential job skills and knowledge.	
2. Takes opportunities to increase knowledge of job skills	
3. Applies critical thinking and uses sound judgment effectively to perform job tasks	
4. Follows Standard Operating Procedures/Departmental Procedures.	
5. Demonstrates effective use of technology and/or resources to increase efficiency.	
Total	

Success Factor # 4 - Disciplined People, Thought and Action: Initiative & Productivity	Rating
1. Consistently meets or exceeds goals.	
2. Strives to improve overall performance.	
3. Works independently and as part of a team.	
4. Demonstrates follow through by completing tasks in an appropriate and dependable manner.	
5. Takes appropriate action without constant direction, self-motivated and knows when to seek prior approval.	
Total	

In the space below briefly share any comments, successes or suggestions for development. In addition, please include or attach documentation to support scores ranging below or above "3".

Provide a summary of the employee's overall performance for the period.

Sample SMART Goal

- *Employee to achieve certification of _____ (related to position) within the next _____ months.*
- *Attend intermediate and advanced training for Excel. Become fluent in use of formulas by June of this year.*

GOAL SETTING: With the employee's assistance, outline 3-5 development goals and the required action steps to attain targeted goal. (May attach additional pages, if necessary.)

1.

2.

3.

4.

5.

Employee: I have been presented with and have reviewed this appraisal. All items covered have been discussed fully with me and I have been encouraged to make comments. **I realize that my signature does not imply that I am in agreement with the review.**

My supervisor and I reviewed my job description during the evaluation: Yes No

Employee Signature

Date

Comments

Reviewing Supervisor: I have discussed all items reviewed with the employee and have encouraged him/her to respond to any conclusions or recommendations made.

The employee and I reviewed his/her job description during the evaluation: Yes No

Reviewing Supervisor Signature

Date

Departmental Director: I have discussed all items reviewed on this appraisal with the reviewing supervisor and have encouraged him/her to respond to any conclusions or recommendations made.

Director Signature

Date

Section	Points Received	Points Possible	Percent Weight	Score
I. Speed of Service & Accountability		25	25%	
II. Quality of Services: Community, Customer Service & Cooperation		25	25%	
III. Focused Decision Making: Job Knowledge & Problem Solving		25	25%	
IV. Disciplined People, Thought and Action: Initiative and Productivity		25	25%	
Total				

Points Received / by Points Possible X Percent Weight = Score