

Employee Name: _____ **Department:** _____

Job Title: _____ **Meeting Date:** _____

Performance Areas

- a. Department Management – The Department Head:
 - i. Uses objective decision making process
 - ii. Considers possible alternatives & consequences/outcome in decision process
 - iii. Establishes sound, lawful policies and procedures within assigned department in accordance with best practices, city policies, and other applicable standards, laws, ordinances or regulations
 - iv. Uses a strategic approach to establish the mission of assigned department
 - v. Prepares accurate annual budget requests based on demonstrated needs
 - vi. Complies with policies and procedures outlined in the City Purchasing Policy
 - vii. Uses personnel and resources of assigned department in an effective, efficient manner

- b. Leadership – The Department Head:
 - i. Motivates others toward accomplishment of the work
 - ii. Delegates appropriately and effectively
 - iii. Ensures the professional development of department personnel, and engages in succession planning for all functions
 - iv. Makes thoughtful contributions/suggestions to work of City Council, Administrator and subordinates
 - v. Develops and uses teamwork within and between departments
 - vi. Aids the Administrator in establishing and completing long-range goals

To provide a prosperous and safe environment with effective, professional municipal services that promote business and industry, a high quality of life for residents, and positive interaction between all community members

- c. Personal Traits/Behavior/Attitude – The Department Head:
 - i. Controls own emotions effectively during difficult situations
 - ii. Approaches the work and other personnel with a positive attitude
 - iii. Uses creative solutions to solve problems at work
 - iv. Able to conduct honest, frank discussions as needed
 - v. Offers suggestions on ways to improve employee, department and city operations
 - vi. Is flexible to suggestions and changes in work policy and procedures
 - vii. Follows the City' policies and procedures

- d. Quality of Work/Proficiency in Area of Expertise – The Department Head:
 - i. Performs work accurately
 - ii. Delivers reports, assessments and recommendations in a complete, concise, and accurate manner
 - iii. Completes duties and tasks in a timely manner
 - iv. Takes and uses initiative to improve City services, solve problems and complete tasks and projects
 - v. Seeks opportunity for continual professional development

- e. Public Relations/Employee Relations/Written and Verbal Communication – The Department Head:
 - i. Communicates in an appropriate, professional manner with members of the public during verbal and written interaction
 - ii. Seeks to assist members of the public with requests for service and/or information
 - iii. Tries to assist other employees to help solve problems/find solutions
 - iv. Cooperates and works well with other department heads and elected officials
 - v. Effectively deals with difficult/time-consuming issues
 - vi. Participates as a team member in department head meetings/projects
 - vii. Communicates in an appropriate, professional manner with supervisor(s), other department heads, and direct reports/subordinates

Additional Information Helpful to Department Head and Rating Team

- List the department head's strengths, and acknowledge high-quality performance
- Coach and discuss performance areas the department head could improve on
- Ask the department head to set personal, work-related goals to make improvements (if needed)

Each Department Head will be evaluated in each of the five areas above (a - e), using the following ratings:

Superior; Exceeds Expectations; Meets Expectations; Below Expectations; Unsatisfactory

The rater will make notations of department head performance on a regular basis in order to support rating assigned for each category. At the end of the rating period, the department head will receive a formal evaluation.

After the initial meeting in November 2018, each department head will receive a formal evaluation during the month of their next City employment anniversary. Thereafter, formal evaluations will take place approximately 12 months later, during the next employment anniversary month.

As provided by law or city charter, the performance review of department heads who manage departments with an associated commission or authority will include an opportunity for those commission or authority members to participate in the review.

Signature of Department Head _____

City Administrator _____