



EMPLOYEE PERFORMANCE APPRAISAL
SELF ASSESSMENT

My major accomplishments this year were:

I would like to have been more successful in the following areas:

Identified below are resources/support needed and areas of training and development that would be beneficial for my work:

	Helpful	Essential
<input type="checkbox"/> Safety instruction in _____	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Computer skills in _____	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Specialist skills in _____	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Technical skills in _____	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Customer Service _____	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other _____	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Resources/Support _____	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>

My goals and objectives for the next 12 months are:

Employee Name (*Print*): _____ Date: _____

Employee's Signature: _____ Dept: _____

Attach to Performance Appraisal

EMPLOYEE PERFORMANCE APPRAISAL

Employee Name _____ Department: _____

Position/Job Title: _____ Division: _____

Appraisal Period Covered From _____ through _____

Type of Review: _____ Annual _____ End of Probation _____ Interim/Special _____ Other

Directions: Circle the performance rating that best reflects the employee's status.City of Mesquite Service Standards
EVALUATION

Quality Service and Customer Satisfaction: Demonstrates a degree of excellence in the performance of one's duties, keeps commitments, and meets or exceeds the service expectations of both external and internal customers.

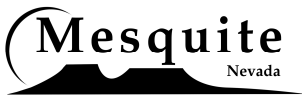
- a. **Below Expectations:** Does not show pride in work or fails to give assignment the best of ability. Plans work ineffectively. Finished work product sometimes has mistakes. Does not always follow through with service commitments. Occasionally shows indifference towards customers.
- b. **Meets Expectations:** Provides service that meets expectations for excellence. Completes work in the most effective, efficient way possible, using resources wisely. Finished work product does not contain mistakes. Supports co-workers. Sensitive to concerns and needs of supervisor, co-workers, customers, and others, and focuses on their needs. Measures results.
- c. **Exceeds Expectations:** Consistently completes work without mistakes. Consistently works to improve quality of services, procedures and processes. Readily informs all those affected of any inconvenience, length of time needed for completion of a task, and asks if there are any other problems. Helps prevent recurrence of a problem. Finds good things to say about job, the City, and customers. Does what is asked plus extra. Looks for ways to do a better job.

Teamwork and Attitude: Demonstrates the ability to work together toward completion of a common goal and achieving it in the highest standard without personal prominence or recognition and demonstrates one's opinion, mood, or mental state about their job.

- a. **Below Expectations:** Seldom shares information. Seldom listens and shares ideas. Schedules work with others randomly. Rarely supports ideas of others. Lacks initiative to help co-workers make the overall process better. Sometimes displays a negative attitude. Treats others in an inconsistent manner.
- b. **Meets Expectations:** Performs tasks in a positive, proactive manner. Is friendly, helpful and courteous to all. Shares Knowledge and ideas with co-workers. Draws out and supports ideas of others. Makes a conscious effort to organize and encourage the team to reach common goals. Is willing to confront team problems and give constructive feedback on each task and process. Solves problems rather than complaining or blaming. Praises and values the work of others. Builds "trusting" relationships.
- c. **Exceeds Expectations:** Consistently shares experience and knowledge with team members. Accepts and gives suggestions for constant improvement of the overall process. Actively seeks solutions to problems that will benefit co-workers and enhance team cooperation.

**EMPLOYEE PERFORMANCE APPRAISAL
DEPARTMENT STANDARDS**

1. Completes and accurately submits required documentation as directed.
Exceeds Meets Below Not Applicable
2. Operates all equipment properly and safely.
Exceeds Meets Below Not Applicable
3. Maintains professional appearance, clean and groomed.
Exceeds Meets Below Not Applicable
4. Exhibits competency in performance EMS skills.
Exceeds Meets Below Not Applicable
5. Exhibits competency in performance fire skills.
Exceeds Meets Below Not Applicable
6. Follows chain-of-command.
Exceeds Meets Below Not Applicable
7. Directs the work of subordinate employees.
Exceeds Meets Below Not Applicable
8. Teaches, coaches, counsels and evaluates subordinate or fellow employees.
Exceeds Meets Below Not Applicable
9. Communicates ideas, concepts and concerns appropriately.
Exceeds Meets Below Not Applicable
10. Utilizes Incident command system.
Exceeds Meets Below Not Applicable
11. Exercises good judgment.
Exceeds Meets Below Not Applicable
12. Treat fellow employees, supervisors, management and the public with respect and courtesy.
Exceeds Meets Below Not Applicable
13. Maintains assigned equipment in a response ready state.
Exceeds Meets Below Not Applicable
14. Seeks to improve work environment in a constructive and appropriate manner.
Exceeds Meets Below Not Applicable
15. Accepts responsibility for actions.
Exceeds Meets Below Not Applicable
16. Follows department and city policy.
Exceeds Meets Below Not Applicable
17. Completes assigned tasks in a timely manner.
Exceeds Meets Below Not Applicable
18. Is positive and professional in interaction with others.
Exceeds Meets Below Not Applicable



Due Date of Appraisal: _____

**EMPLOYEE PERFORMANCE APPRAISAL
GOALS AND OBJECTIVES**

_____ Employee successfully completed the goals and objectives that were set at the beginning of the performance period and were within the employee's control.

_____ Employee did not successfully complete the goals and objectives that were set at the beginning of the performance period and were within the employee's control.

GOALS FOR COMING PERFORMANCE CYCLE:

Comments: _____



CERTIFICATION OF RATER:

This appraisal represents my best judgment regarding the performance, service value and capability of this employee. It is based on personal observation and knowledge of his/her work.

Name *(Please Print)*: _____ Date: _____

Signature: _____ Title: _____

Comments: _____

DEPARTMENT DIRECTOR:

I have reviewed this appraisal and endorse the rating.

Name *(Please Print)*: _____ Date: _____

Signature: _____

Director's Comments _____

CERTIFICATION OF EMPLOYEE:

I have reviewed this appraisal report and it has been explained to me. I understand that my signature does not necessarily mean that I am in agreement with the appraisal rating.

Name *(Please Print)*: _____ Date: _____

Signature: _____

Employee Comments (Optional)

If necessary, additional comments made by the employee may be attached.

Date received by Personnel Department: