



## Town of Natick Performance Appraisal

**Date:**

**Probationary Period Review:**            Yes            No

<b>Employee Name:</b>	<b>Current Grade:</b>
<b>Employee Title:</b>	<b>Current Pay Rate: \$</b>
<b>Department:</b>	<b>Department Head</b>
<b>Anniversary Date:</b>	

Criteria & Performance Elements	Overall Rating
<b>Quality of Work/Job Knowledge</b>	
<b>Productivity</b>	
<b>Communication</b>	
<b>Collaboration/Interpersonal Skills</b>	
<b>Leadership [Managers Only]</b>	

**Manager Overall Comments (required):**

**Employee Overall Comments (required):**

## **Definition of Ratings**

Please describe the employee's contributions and professional strengths and/or weaknesses in each of the performance categories below.

Please illustrate specific, detailed examples of goals, results, and job-related attributes and behaviors since last review (if applicable).

Please rate each category according to the definition of ratings.

### **Comments are required for all sections.**

- **Exceeds Expectations** - Outstanding performance, results far exceed the position requirements including all individual objectives areas.
- **Meets Expectations** - Performance is at the level expected of experienced and qualified individuals in this position. Performance meets all standards. The employee is considered to be "fully competent."
- **Improvement Needed** - Sometimes meets performance standards. Performance in a majority of areas is below the level expected of experienced and qualified individuals in this position.
- **Unsatisfactory** - Performance fails to meet position requirements, immediate improvement plan must be prepared, or termination is possible.

**Criteria & Performance Elements**

<b>Quality of Work / Job Knowledge:</b>	
• Employee’s understanding of rules, procedures, workflow, policies and operations.	
• Demonstrates expertise in skill and knowledge within areas relevant to one’s own function and/or work group	
• Measures business decisions with customer/public satisfaction in mind	
• Information shared publicly is accurate, thorough, and complete.	
• Acquires and maintains the skills and knowledge required for the position and area of expertise	
• Work is performed with very few errors and mistakes	
<b>Comments:</b>	

<b>Productivity</b>	
• Accuracy, neatness, thoroughness, and completeness of work duties performed.	
• Work assignments are planned, organized, and analyzed for optimum results	
• Implements appropriate cost-saving measures	
• Takes action on assigned projects without being directed to do so and looks for opportunities to move projects along.	
• Employee’s willingness to take on extra work when required by circumstances	
• Employee’s ability to meet deadlines in a timely manner.	
• Project goals and task deadlines are routinely met	
• Accomplished previously established goals and objectives	
<b>Comments:</b>	

**Communication**

- Employee's ability to accept and understand criticism, and take appropriate action to correct and improve performance
- Team player; Maintains open communication with other employees in the organization and is conscientious, dependable and hard-working
- Appropriately communicates to constituents when needed, follows up promptly with peers/board when needed
- Employee's ability to communicate, both verbally and in writing
- Employee performs well based on use of active listening skills
- Actively solicits feedback from peers/others to determine needs and understand concerns
- Customer Service: Is able to find the right approach, depending on the situation with the colleague/official/peer, and is articulate and diplomatic [when under pressure]

**Comments:****Collaboration/Interpersonal Skills**

- Contributes to a positive working environment through behavior; demonstrates commitment to their work
- Makes effective decisions
- Employee's success in gaining cooperation from peers
- Facilitates sharing of methods and knowledge; demonstrates "mentoring" ideas/tasks
- Willingly places extra time and effort to meet deadlines and accomplish goals, assumes additional responsibilities as needed
- Exhibits strong interpersonal skills; presents willingness to offer counsel to others
- Board relations: Is responsive and timely when dealing with appointed/elected board and cognizant of MGL's that apply to department/organization

**Comments:**

<b>Leadership [Managers Only]</b>	
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- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Contributes to a positive working environment through behavior; demonstrates commitment to their work</li></ul>   |  |
| <ul style="list-style-type: none"><li>• Makes effective decisions based on available information</li></ul>  |  |
| <ul style="list-style-type: none"><li>• Employee's success in gaining cooperation and a high level of performance from employees supervised</li></ul>   |  |
| <ul style="list-style-type: none"><li>• Employee's ability to motivate employees he/she supervises through their action and example</li></ul>   |  |
| <ul style="list-style-type: none"><li>• Facilitates sharing of methods and knowledge; demonstrates "mentoring" ideas/tasks</li></ul>  |  |
| <ul style="list-style-type: none"><li>• Actively seeks new opportunities to network and build relationships with outside agencies and communities; has improved job performance and workplace presence through professional development</li></ul> |  |
| <ul style="list-style-type: none"><li>• Coaches, motivates, and develops other staff members in department/organization; gleans succession planning methods and puts them into practice</li></ul>   |  |
| <ul style="list-style-type: none"><li>• Willingly places extra time and effort to meet deadlines and accomplish goals, assumes additional responsibilities as needed</li></ul>  |  |
| <ul style="list-style-type: none"><li>• Exhibits strong interpersonal skills; presents willingness to offer counsel to others</li></ul>   |  |
| <ul style="list-style-type: none"><li>• Presentation and public speaking skills are articulate and tactful</li></ul>  |  |
| <ul style="list-style-type: none"><li>• Board relations: Is responsive and timely when dealing with appointed/elected board and cognizant of MGL's that apply to department/organization</li></ul>  |  |
| <ul style="list-style-type: none"><li>• Identify training/development opportunities for their employees, discuss with these individuals a plan for the year ahead and how these tasks will be measured for completion and effectiveness</li></ul> |  |

**Comments:**

**S.M.A.R.T Goals**

**Specific** – Goals should be straightforward and emphasize what you want to happen. Specifics help to clearly define what we are going to do.

**Measurable** – Establish concrete criteria for measuring progress toward the attainment of each goal you set, so you can see the change occur.

**Attainable** – When you identify goals that are most important to you, you begin to figure out ways you can make them come true.

**Realistic** – Realistic means achievable. Devise a plan or a way of getting there which makes the goal realistic.

**Timely** – Set a timeframe for the goal. Time must be measurable, attainable and realistic.

Outline any goals/tasks/projects that the employee and supervisor set for the upcoming year. Employees and supervisors should agree on goals that are clearly stated, comfortable and attainable for the employee.

*Prior Year*

GOAL / TASK / PROJECT	Target Date for Completion	Date of Actual Completion

*Next Year*

GOAL / TASK / PROJECT	Target Date for Completion	Proposed Date of Completion

**Professional Development:** In conjunction with the Supervisor, the Employee should develop several training initiatives for the upcoming year that would enhance the employee's ability to succeed and/or advance the goals of the department/division. These tasks should be mutually agreed upon based on collaboration with the Supervisor/Department Head.

- 1.
- 2.
- 3.

**Supervisor Comments:**

**Employee Comments:**

**SIGNATURES**

**By signing, both parties agree:**

- 1) To the rating(s) and goals established within the performance review.
- 2) Employee is responsible for meeting goals in timely manner, and the supervisor will conduct regular check-ins as it pertains to target dates.
- 3) Employee and supervisor will meet one year from the performance review date, or on an as needed basis.
- 4) The review does not guarantee any additional raise in compensation to the appraised employee, unless otherwise specifically stated.
- 5) A copy of the performance review will be given to the employee, and the original signed copy will be placed in the employee's personnel file.

\_\_\_\_\_  
Supervisor/Reviewer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date