

CITY OF HICKORY
Performance Evaluation – Supervisors

Name:
Position:
Date Due:
Supervisor:

The requirements listed for each category being evaluated are examples only. You may have additional items you wish to evaluate. Please support your rating by summarizing performance in the comments section.

An on-line version of this form is available at [CityCommon/Forms/Performance Evaluation \(Supervisor\)](#).

Attendance and Punctuality *(the degree to which the employee can be depended upon to be available for work and complete work responsibilities)*

- Schedules time off in advance
- Follows and enforces departmental policies for notification of absences
- Maintains consistent work attendance
- Has no unexcused absences
- Begins work, meetings, and appointments on time
- Adheres to and enforces allotted times and departmental policies for breaks and lunches

- Meets requirements
- Unacceptable

Comments:

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Work Habits *(the manner in which the employee conducts him or herself in the work environment)*

- Consistently enforces and observes applicable laws, rules, policies and procedures
- Works extra hours as required
- Ensures safety standards and procedures are observed
- Ensures equipment is used and maintained properly
- Assigns work and ensures assignments are understood
- Reviews work for quality and completeness
- Provides needed resources and information so work can be completed as assigned
- Assumes responsibility for work site and coworkers as required
- Adjusts schedule as needed

- Exceeds requirements
- Meets requirements
- Unacceptable

Comments:

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Interactions with others (*the extent to which the employee shows understanding to the needs and problems of internal and external customers*)

- Demonstrates cooperation and flexibility
- Provides effective supervision, including praise and constructive feedback
- Treats coworkers in a fair and equitable manner
- Acts in a manner consistent with team/department/city policies and procedures when interacting with coworkers and customers
- Acts independently within established guidelines
- Interacts positively with a variety of people in different situations
- Works cooperatively and effectively with others to achieve unit goals
- Understands and communicates the expectations and requirements of internal and external customers
- Has a clear understanding of who the organization's customers are and communicates this to coworkers
- Ensures coworkers communicate and act with customers in mind

- Exceeds requirements
- Meets requirements
- Unacceptable

Comments:

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Quality of Work (*the extent to which the employee completes work duties accurately within established time frames*)

- Performs work thoroughly, neatly and accurately
- Ensures work is completed on time and that it meets expectations
- Work consistently meets department standards with few or no errors
- Coaches coworkers in using their time effectively and productively
- Work shows attention to detail

- Exceeds requirements
- Meets requirements
- Unacceptable

Comments:

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Job Knowledge *(the degree of familiarity with procedures and equipment essential to the job)*

- Maintains and applies supervisory skills needed to perform the job effectively
- Learns new supervisory and on-the-job skills as needed
- Ensures assigned equipment is operated efficiently and effectively
- Applies new and existing knowledge, skills and abilities
- Makes decisions consistent with skills and experience
- Assists coworkers in effectively identifying and implementing alternate solutions
- Ensure coworkers have a clear understanding of daily tasks and duties
- Prioritizes own work and departmental work in a manner consistent with organizational and departmental objectives
- Understand and performs all functions and elements of the job
- Attains and participates in required certification, training and continuing education

- Exceeds requirements
- Meets requirements
- Unacceptable

Comments: