

City of Milpitas

Performance Appraisal Report

| | |
|---|----------------|
| Employee Name | Classification |
| Department | Date |
| <input type="checkbox"/> Probationary _____ Months <input type="checkbox"/> Annual <input type="checkbox"/> Special | |
| Performance Period _____ to _____ | |

Performance standards are derived from the City of Milpitas Strategic Plan Values, Goals, and Objectives. Each individual standard is to be rated as follows:

| Rating | Summary Statement |
|------------------------|--|
| NA | Not observed or not applicable. |
| 5-Outstanding | Exemplary performance far exceeding performance standards. |
| 4-Exceeds Expectations | Performance which exceeds the level normally expected. |
| 3-Satisfactory | Generally meets expectations on all performance standards. |
| 2-Conditional* | Falls short of expectations. Requires remedial action. |
| 1-Unsatisfactory* | Unacceptable performance which requires immediate attention. |

| | Rating* |
|---|---------|
| Customer Service Treats others with respect and courtesy; uses tact and diplomacy in dealing with people. Maintains and continuously improves on providing superior customer service to our customers. Recommends efficiencies to streamline efforts. Cooperates and partners with co-workers, neighboring communities and cities, regional and state agencies. | |
| Open Communication Listens openly and speaks candidly when interacting with others. Shows sensitivity and concern for others. Promotes two-way communication at all levels of the organization. Keeps management informed of problems and occurrences. Shares information with co-workers and provides access to important information. | |
| Trust and Respect Takes responsibility and accountability for actions. Is honest, ethical, and transparent when dealing with others. Adheres to standards of conduct for self and others. Treats everyone fairly. Protects confidentiality of information as appropriate. | |
| Integrity and Accountability Understands technical aspects of the position. Completes work assignments and meets deadlines. Fosters and maintains a standard of respect for all employees' abilities. Embraces diverse views and experiences. Demonstrates work habits that contribute to a safe work environment. Looks for ways to improve. | |
| Recognition and Celebration Acknowledges contributions and celebrates accomplishments. Committed to the organization and department. Shows support and care for all employees. Maintains a positive work environment for self and others. | |

Leadership and Supervision (if applicable)

Effectively plans and controls work activities of assigned group. Successfully guides employees to work toward common goals. Challenges employees to perform at their highest level and inspires them to succeed. Encourages training and career development for staff. Demonstrates a high regard for personal ethics. Completes performance appraisals on time.

Community Relations

Maintains a professional image of the position and positively represents the City of Milpitas. Works well with citizens and promptly handles their inquiries and/or complaints. Ensures public has adequate and accurate information. Willing to meet with members of the public to deal with individual problems and issues.

Financial Management / Budget

Operates in a fiscally responsible and sustainable manner. Conserves City resources through proper utilization of staff, materials, and equipment. Controls costs and explores opportunities for recovery.

Presentation Style

Presentations are thoughtful, clear, and to the point. Verbal and written presentations are free of errors and omissions. Makes effective oral presentations to Council, Commissions, and/or Committees. Prepares effective written documents based on adequate information and sound decisions.

Assessment of overall performance and progress towards goals and objectives established in the last evaluation and any that may have been discussed during the current performance period.

Goals and Objectives for next performance period.

*Developmental activities to improve performance or to meet expectations (This section is mandatory if performance is conditional or unsatisfactory).

RATER: This report is based on my observation and/or knowledge. It represents my best judgment of the employee's performance and I have discussed it with the employee on this date.

SIGNED

TITLE

DATE

REVIEWER: I have reviewed this report.

SIGNED

TITLE

DATE

EMPLOYEE: This report has been discussed with me and I have been given the opportunity to submit comments. Employees may comment within 10 calendar days or submit separately within 30 calendar days.

SIGNED

TITLE

DATE