



City of Waco Progress Review

Employee Name: _____
Job Title: _____ Department: _____
Period Reviewed: From: _____ To: _____ Date of Evaluation: _____
Evaluator Name: _____
(Supervisor/Manager)

Current Pay Grade: _____ **Pay Grade Quartile:** _____

RATING LEVELS

Exceeds Expectations (EE): Employee’s performance exceeds the expectations for this job; performance levels are consistently and significantly above the established skill levels associated with the position.

Fulfills Expectations (FE): Employee’s performance consistently meets the expectations for this job; performance levels are solid and demonstrate a mastering of established skill levels associated with the position.

Below Expectations (BE): Employee’s performance does not meet the expectations for this job; performance levels are weak and definitely require immediate improvement.

Unobserved (UN): Performance in this area has not been observed during this review period.

PROFESSIONAL/TECHNICAL PERFORMANCE DIMENSIONS
<i>Exceeds Expectations (EE) Fulfills Expectations (FE) Below Expectations (BE) Unobserved (UN)</i>
ONLY PROVIDE COMMENTS IN OVERALL PERFORMANCE RATING SECTION
<p>1. Job Knowledge – Demonstrates knowledge of assigned area and effectively performs tasks associated with the position; understands applicable methods, current techniques, technology and procedures; demonstrates knowledge of local, state and federal laws related to the job.</p> <p>Choose one of the following: EE <input type="checkbox"/> FE <input type="checkbox"/> BE <input type="checkbox"/> UN <input type="checkbox"/></p>
<p>2. Continuous Improvement – Cooperates and participates in improving work processes; demonstrates flexibility and adapts to changing priorities, new ideas, strategies, procedures and methods; injects originality into daily work through training and personal knowledge.</p> <p>Choose one of the following: EE <input type="checkbox"/> FE <input type="checkbox"/> BE <input type="checkbox"/> UN <input type="checkbox"/></p>

3. Communication - Communicates in an organized, accurate, concise, persuasive and effective manner; demonstrates effective listening skills; effectively works with others to accomplish goals; identifies and resolves problems.

Choose one of the following: EE FE BE UN

4. Customer Service – Meets the needs of the department’s internal and external customers; deals with difficult customers and finds solutions to meet the customer’s needs; places a high priority on customer satisfaction.

Choose one of the following: EE FE BE UN

5. Productivity - Provides complete, concise, accurate and prompt information and demonstrates the ability to arrange priorities as necessary to complete assigned tasks within established guidelines; consistently meets deadlines with rare exceptions; appropriately prepares for meetings/appointments.

Choose one of the following: EE FE BE UN

OVERALL PERFORMANCE RATING

(Please check one of the following three choices to evaluate the employee’s overall performance for this rating period.)

Exceeds Expectations (EE) **Fulfills Expectations (FE)** **Below Expectations (BE)**

Comments (Please provide brief justification of employee’s overall rating):

**KEY ACCOMPLISHMENTS, AREAS FOR IMPROVEMENT, AND
RECOMMENDED TRAINING/DEVELOPMENT**

[Attach additional sheet(s) of paper if more space is required.]

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ACKNOWLEDGEMENTS

Individual Signing Form	Printed Name/Title and Signature	Date
Employee: (Acknowledges Employee's Receipt of Form from Supervisor)	Name: (Print) Job Title: (Print)	
	Signature:	
Supervisor Conducting Review	Name: (Print) Job Title: (Print)	
	Signature:	
Signatures of Other Departmental Supervisors Within the Chain of Command:		
	Name: (Print) Job Title: (Print)	
	Signature:	
	Name: (Print) Job Title: (Print)	
	Signature:	
	Name: (Print) Job Title: (Print)	
	Signature:	
Department Director	Name: (Print) Job Title: (Print)	
	Signature:	

EMPLOYEE

(Please check one of the following boxes.) **I do** or **I do not** agree with my rating.

Comments: [Attach additional sheet(s) of paper if more space is required.]

Career Development Goals: [Attach additional sheet(s) of paper if more space is required.]