

*Indicates required field



City of Flagstaff Police Department Support Services Non Supervisor Evaluation

Overall Performance Evaluation Rating

Rating: Not Rated

Personnel Action

Name:	<input type="text"/>	Employee ID:	<input type="text"/>
Job Title:	<input type="text"/>	Department:	<input type="text"/>
Division:	<input type="text"/>	Section:	<input type="text"/>
Manager Name:	<input type="text"/>		
Evaluation Type:	<input type="text"/>	Effective Date:	<input type="text"/>
Evaluation Period Beginning:	<input type="text"/>	Evaluation Period Ending:	<input type="text"/>

Performance Evaluation Purpose

- **Inform** - The supervisor and employee communicates openly about performance. This should happen throughout the year and not only at this time. Issues discussed now should not be unexpected to the employee.
- **Set Goals** - The supervisor and employee mutually establish goals for progress. Goals should be realistic, measurable, and obtainable within six months to one year.
- **Develop** - The supervisor and employee identify actions that can be taken to enhance development and performance.
- **Evaluate** - The supervisor and employee evaluate results based on previously established goals and performance standards.
- **Provide** - The decisions on merit and/or tenure advances as applicable.
- **Reminders** - For those employees that have a [zone change checklist](#) and/or an [alternate work schedule](#), those documents should be revisited during the annual evaluation process.

Definition of Ratings

Exceptional: Employee consistently exceeds all relevant performance standards. Provides leadership, fosters teamwork, is highly productive, innovative, responsive and generates top quality work. Active in industry-related professional and/or community groups.

Exceeds Expectations: Employee consistently meets and often exceeds all relevant performance standards. Shows initiative and versatility, works collaboratively, has strong technical and interpersonal skills or has achieved significant improvements in these areas.

Meets Expectations: Employee meets all relevant performance standards. Seldom exceeds or falls short of desired results or objectives.

Below Expectations: Employee's performance sometimes meets the performance standards. Seldom exceeds and often falls short of desired results. Lacks appropriate level of skills or is inexperienced/still learning the scope of the job. Performance has declined significantly or employee has not sustained adequate improvement, as required since the last performance review or performance improvement plan.

Needs Improvement: Consistently falls short of performance standards.

1. Employee Pre-Review Input Section

A. Previous Year's Goal

Were your previous year's goals met? Please comment on the status of your previous year's goals.

For employees in their probationary period, refer to tasks and/or training assigned during the onboarding period.

Self: N/A

Comments:



 [Attach Feedback](#)

B. Other Accomplishments

Describe other work related accomplishments outside of the established goals.

For employees in their probationary period, refer to other work related accomplishments outside of the assigned tasks and/or training established during the onboarding period.

Self: N/A

Comments:



 [Attach Feedback](#)

C. New Goals

Please list goals you would like to complete in the next review period.

Self: N/A

Comments:



Attach Feedback

2. Job Description Acknowledgement

Job Description Acknowledgement

The job description is intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel classified in this position. This job description is subject to change as the needs and requirements of the job change.

If there needs to be modifications to the existing job description, select, "This job description needs updating" below. Then the employee and supervisor will update the existing job description through track changes and submit the recommended changes through the chain of command to HR.

City of Flagstaff job descriptions can be found [here](#).

Manager	Self
<input type="radio"/> This job description does not need updating.	<input type="radio"/>
<input type="radio"/> This job description needs updating.	<input type="radio"/>

Self: N/A

Comments:



Attach Feedback

3. Harassment/Sexual Harassment Policy Advisory and Review

The City of Flagstaff and the Flagstaff Police Department is committed to creating a work environment free from all forms of harassment. It is understood that all employees need to be able to work in security and with dignity. The City of Flagstaff and the Flagstaff Police Department will enforce all policies and procedures to ensure this requirement is met. Keeping in mind, as a valued member of our organization, please review the following statements and discuss them with your supervisor. This section of your Performance Appraisal Report is meant to ensure you are familiar with your rights and the expectations of you concerning incidents of harassment or sexual harassment in the work place.

Harassment Policy Acknowledgement

I am familiar with the City of Flagstaff's policy concerning harassment/sexual harassment and the Flagstaff Police Department policy which clearly define harassment and sexual harassment as unacceptable behavior in the workplace.

Manager

Self

- I agree with the above statement.
- I disagree with the above statement.

-
-

Self: N/A

Comments:



[Attach Feedback](#)

Grievance Procedures Acknowledgement

I am familiar with the grievance procedure and how to report incidents of harassment and/or sexual harassment.

Manager

Self

- I agree with the above statement.
- I disagree with the above statement.

-
-

Self: N/A

Comments:



[Attach Feedback](#)

Incidents of Harassment or Sexual Harassment

I am unaware of any incidents of harassment or sexual harassment, either reported to me by a fellow employee, witnessed by me, or that I myself have experienced.

Manager

Self

- I agree with the above statement.
- I disagree with the above statement and will report incidents to my supervisor or Human Resources.

-
-

Self: N/A

Comments:



 [Attach Feedback](#)

4. Performance Evaluation Section

Please complete all sections.

A. Core Competencies

Teamwork

The employee is an effective team player who adds complimentary skills and contributes valuable ideas, demonstrates integrity by providing honest opinions and feedback. Openly shares information and can be counted upon to fulfill commitments made to others on the team. Is supportive of other team members, helping out when needed to meet the goals of the entire team, and volunteering even when they aren't asked. Contributes to project successes which leads to overall team excellence.

- Routinely conveys ideas and honest opinions to the team. The employee routinely shares information, is counted on by others, volunteers to help others and has a positive impact on team dynamics and/or project success. Supports the goals of the team and understands the team is often broader than the program, section, or division where he or she works. Strong team player.
- Often conveys ideas and honest opinions to the team. The employee openly shares information often, is counted on by others, volunteers to help others and has a positive impact on team dynamics and/or project success. Supports the goals of the team. Very good team player.
- Occasionally contributes ideas and honest opinions. The employee is a team player and works well with others in a positive manner. The employee adds complimentary skills to the team, sometimes shares information, is counted on by others, and volunteers to help others.
- Rarely contributes ideas and honest opinions, and sometimes does not have a positive impact on team dynamics and/or project success. Rarely adds a complimentary skill to the team, shares information, or volunteers to help others. Does not work well in a team environment.
- Routinely below expectations for communicating openly and sharing ideas and honest opinions. This employee struggles working in a team environment and making a positive contribution to the team and/or project success.

Comments:



 [Attach Feedback](#)

 [Add Development Plan](#)

Accountability

The employee has demonstrated knowledge of skills, abilities, and expertise, is resourceful, actively practices on-the-job safety, meets reasonable deadlines, and accepts responsibility for his or her actions. Willingly makes commitments and fully intends to keep them. Arrives at work on time, well-prepared and ready to contribute, and understands the needs and requirements of the job. Demonstrates excellence in the pursuit of expertise in their field. Establishes integrity by taking responsibility for actions and is willing to remedy issues.

- Routinely exceeds expectations in terms of resourcefulness, knowledge, skills and abilities, workload, following safety practices, meeting deadlines, meeting attendance requirements and

accepting responsibility for actions. Demonstrates an excellent ability to understand the needs of the job and fulfill those requirements in the pursuit of excellence and expertise in their field.

- Often above expectations in terms of resourcefulness, knowledge, skills and abilities, workload, following safety practices, meeting deadlines, and accepting responsibility for actions. Demonstrates a very good ability to understand the needs of the job and fulfill those requirements in the pursuit of excellence and expertise in their field.
- Meets expectations in terms of knowledge, skills and abilities, workload, following safety practices, meeting deadlines, and accepting responsibility for actions. Demonstrates a good level of resourcefulness. Demonstrates the ability to understand the needs of the job and fulfill those requirements in the pursuit of excellence on expertise in their field.
- Slightly below expectations in terms of knowledge, skills and abilities, workload, following safety practices, meeting deadlines, and accepting responsibility for actions. Demonstrates resourcefulness on occasion. Not always able to understand the needs of the job and fulfill those requirements. Does not always demonstrate excellence or expertise in their field.
- Routinely below expectations in terms of knowledge, skills and abilities, workload, following safety practices, meeting deadlines, and accepting responsibility for actions. Struggles to demonstrate resourcefulness. Not able to demonstrate the ability to understand the needs of the job and fulfill those requirements. Does not demonstrate excellence or expertise in their field.

Comments:



Attach Feedback



Add Development Plan

Communication

Communicates transparently and effectively both internally and externally. Communicates appropriately verbally, in writing and online. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Demonstrates communication skills that lead to results. Communicates in a clear and concise manner, selecting the right tone for the situation and audience. Listens to others and allows them to make their point. This individual is open and inclusive in their communication.

- Routinely expresses facts and ideas clearly, transparently, in a concise and effective manner, and uses an appropriate tone. Routinely displays excellent judgment as to what information should be communicated. Listens to others, routinely elicits feedback and responds well to feedback.
- Often expresses facts and ideas clearly, transparently, in a concise and effective manner, and in an appropriate tone. Displays very good judgment as to what information should be communicated. Listens to others, often elicits feedback and responds appropriately to feedback.
- Demonstrates the ability to express facts and ideas clearly, transparently, and in a concise and effective manner. Usually displays good judgment as to what information should be communicated and uses an appropriate tone. Listens to others, elicits feedback and accepts feedback
- Slightly below expectations in ability to express facts and ideas clearly, transparently, and in a concise and effective manner. The employee displays difficulty judging what information should be communicated and does not always use an appropriate tone. Does not always listen to others.
- . Routinely below expectations for communication, unable to express facts and ideas clearly, or is not transparent in communication. Often uses an inappropriate tone or word choice. Exercises poor

judgment in determining information to share with others. Unwilling to listen to others or accept feedback.

Comments:



Attach Feedback



Add Development Plan

Quality

The employee has established a record of producing work that is creative, highly accurate, demonstrates attention to detail and displays pride in work. Is personally committed to the City's high level of excellence in customer service and professionalism, and encourages others to have similar standards. Demonstrates a high level of responsiveness to customer's needs and meeting their expectations.

- Routinely exceeds expectations in terms of professionalism, excellence in producing high quality and consistent work, finding alternate solutions, paying attention to detail, and responding to customers. The employee has the ability to make customers feel satisfied and continuously strives to improve customer satisfaction.
- Often exceeds expectations in terms of professionalism, excellence in producing high quality and consistent work, finding alternate solutions, paying attention to details, and responding to customers. The employee has the ability to make customers feel satisfied.
- Meets expectations in terms of professionalism, excellence in producing high quality and consistent work, finding alternate solutions, paying attention to detail, and responding to customers. The employee has the ability to make customers feel satisfied.
- Slightly below expectations in terms of professionalism, producing high quality and consistent work, finding alternate solutions, paying attention to details, and responding to customers. Sometimes lacks the ability to make customers feel satisfied.
- Routinely below expectations in terms of professionalism, producing high quality and consistent work, finding alternative solutions, paying attention to details, and responding to customers. Often lacks the ability to make customers feel satisfied.

Comments:



Attach Feedback



Add Development Plan

B. Job Skills and Knowledge

Productivity

The employee is an effective leader in producing large amounts of high quality work. The employee sets the standard for productivity with other team members and inspires team to work towards common goal.

- The employee routinely produces a remarkable amount of high quality and accurate work. Finishes projects or tasks ahead of schedule and regards productivity as a top priority. Monitors productivity and implements new procedures or steps to enhance output.
- Often exceeds expectations for deadlines or projects. The employee provides suggestions to increase productivity and works directly with others to enhance team output. Incorporates new knowledge into tasks in order to complete projects ahead of schedule.
- Meets expectations in terms of productivity. The employee produces expected quantity and quality of work. Meets deadlines and works with team to complete projects. Shares insight to improve productivity when needed but does not usually initiate change unless required to complete the project or task by the deadline.
- The employee is slightly below expectations for productivity and can be inconsistent in execution and completion. Tends to spend too much time on low-priority tasks and works reactively rather than proactively. Completes projects at deadline or slightly after deadline.
- Routinely below expectations for productivity and meeting deadlines. The employee is disruptive to others productivity and often interferes with task completion. Does not focus time or skills to complete the work that needs to be done before moving on.

Comments:



Attach Feedback



Add Development Plan

Professionalism

The employee demonstrates and maintains standards of professional ethics, demonstrates commitment and concern for the team, work place, and community. Is fair and impartial. Accountable to the community and co-workers. Committed to excellence.

- The employee goes above and beyond to demonstrate professional conduct and ethics. Routinely holds the team and co-workers accountable for their actions and has established a baseline for credibility within the organization.
- The employee maintains professional demeanor regardless of the situation. Often demonstrates expertise in professional conduct, attitude, and appearance. Works with others to elevate level of professional conduct on the team.
- Meets expectations for displaying a professional attitude and behavior. The employee is neutral in comments or responses but compliant with policies, procedures, and expectations. Is aware and supports organizations standards, expectations, and values when needed. Maintains professional appearance, work station, and language.
- The employee has been advised of unprofessional behavior and still has a tendency to repeat them. Makes negative comments but seldom works to take action when issues arise. Will follow procedures and policies but tries to avoid solving problems in a positive and proactive manner.
- The employee is routinely below expectations with other employee's or employer's concerns. Often voices negative opinions and does little to advance projects forwards. Quick to point out what is wrong but does not work to find a solution. Does not follow policies and procedures outlined for employee expectations.

Comments:



Attach Feedback



Add Development Plan

C. Personal Factors

Maintains Proper Work Schedule

Is an effective leader in punctuality and presence. Employee is consistently reporting to work and is prepared and ready to work prior to the start of shift.

- Consistent fully prepared at the start of their shift. Gives plenty of notice for time off requests. Volunteers to cover shifts, is flexible with the schedule and is accountable for their schedule, often putting the needs of the department and team first. Consistently limits the amount of time spent out of service.
- Frequently exceeds expectations for work schedule and performance. Highly reliable, is never late, and always arrives to work in time to prepare for the start of shift. Gives plenty of notice for time off requests and is flexible with the schedule. Frequently limits the amount of time spent out of service.
- Maintains work schedule in accordance with department requirements. Only on very infrequent occasions is the individual late and always has a legitimate excuse. Arrives at work in time to prepare for start of shift. Remains out of service for reasonable periods of time.
- Inconsistent in reliability of work schedule. Arrives at start of shift but does not give enough time to prepare equipment or receive information between shifts. Occasionally gives last minute notice for time off. On occasion stays out of service for unreasonable amounts of time.
- Is inconsistent with maintaining proper work schedule and is habitually late. Often gives last minute notice for time off. Stays out of service for unreasonable periods of time.

Comments:



Attach Feedback



Add Development Plan

Obeyes Laws, Ordinances, Rules, Regulations, G.O.'s

Employee is aware of and consistently follows department rules to the letter. Employee is compliant with rules and safety practices and ensures other members of the team are compliant as well.

- Strong leader on team that is keenly aware of rules, regulations, and general orders. Ensures that they are holding themselves and other members of the team accountable to department rules and regulations. Is able to perform and share knowledge of laws, ordinances, regulations, and general rules. No formal complaints or disciplinary action has been received.

- Demonstrates very good knowledge of department rules and regulations. Regularly obeys laws and rules. Is able to perform and occasionally instruct others on laws, ordinances, regulations, and general orders. Has not received any formal complaints or disciplinary action.
- Demonstrates sufficient knowledge of rules, regulations, and ordinances. Understands and obeys all laws, rules, and regulations for the department. Rarely guilty of any infractions and has not received formal disciplinary action.
- Does not demonstrate knowledge of laws, ordinances, rules, regulations or general orders on an ongoing basis. Occasionally violates rules and regulations or has received documented incidents or disciplinary action during the review period.
- Employee is unable follow or demonstrate knowledge of laws, ordinances, rules, and regulations. Ongoing or repeated violations have occurred and formal disciplinary action has been received during review period. Employee has not learned from past mistakes and has been resistant to improvement in this area.

Comments:



Attach Feedback



Add Development Plan

Effectiveness Under Stress

Exhibits and maintains professional and calm demeanor during stressful situations. Able to think clearly under difficult situations and perform all job duties and skills without hesitation.

- Consistently demonstrates professional and calm demeanor. Able to always think clearly, provide clear direction, and diffuse or maintain situations that are escalating. Holds team accountable and is able to assist others with maintaining effectiveness under stress.
- Maintains calm demeanor during all situations. Is able to perform skills under stress and provide guidance to others when asked to do so. Exhibits a controlled attitude and maintains professional conduct during situations.
- Regularly exhibits calm and controlled attitude during most situations. Does not allow emotions to hinder the job performance. Maintains a regular method of stress mitigation.
- Occasionally is unable to maintain calm and controlled attitude or allows the stress of the situation to impact job performance. Allows other employees or stressors to impact performance and skills. Has taken steps to improve stress management but still needs to continue to improve.
- Frequently loses composure and becomes emotional. Unable to perform job duties due to level of stress or lack of control. Fails to recognize the importance of stress management and lack of composure is leading to additional stress and work for co-workers.

Comments:



Attach Feedback



Work Attitude

Exhibits and maintains professional and positive attitude at work. Demonstrates the importance of maintaining an encouraging attitude. The employee understands how stress may impact output but works hard to ensure an optimistic and infectious attitude that promotes teamwork and enthusiasm.

- Routinely displays enthusiastic and uplifting attitude. The employee is cheerful, a pleasure to be around, and shows contagious enthusiasm. Does not create tension through arguments or blaming team members.
- Often comes to work rested and ready to assist. This employee is positive in their output and strives to improve. Supportive of department goals and other team members through positive interactions and conversations.
- Demonstrates and expresses active interest towards the job and strives to improve and maintain a consistently positive attitude. Supports the goals of the department.
- Slightly below expectations for maintaining a consistent and positive attitude. Occasionally struggles to remain optimistic and take corrective action. Some times blames others rather than taking ownership of situation.
- Routinely below expectations for accepting criticism or taking corrective action. The employee is often negative, tends to blame others, refuses to make corrections, and is argumentative during conversation.

Comments:



Attach Feedback



Add Development Plan

5. Goals & Objectives Section

Goals agreed upon by employee and supervisor for next rating period.

Goals



Title:

Due:

Measured Goal

Supervisor Support of Accomplishment

 Attach Feedback



Title:

Due:

Measured Goal

Supervisor Support of Accomplishment

 Attach Feedback



Title:

Due:

Measured Goal

Supervisor Support of Accomplishment

 Attach Feedback

 Add New Goal



Supervisor Comments

Overall Comments

Direct Supervisor



Employee Comments

Overall Comments

- I agree with this evaluation
- I do not agree with this evaluation

Employee

