

# DEPARTMENT DIRECTOR OR MANAGER PERFORMANCE EVALUATION

Employee Name		Title	
Month Rating is Due		Rating Period	From <span style="margin-left: 20px;">To</span>
Department		Date of Hire	Overall Evaluation Rating

**Rate each area using the following criteria.**

**If the rating is anything other than STANDARD, give written explanation as to the rating.**

**Points may be awarded in ¼ point increments.**

- |                |      |  |
|----------------|------|--|
| Outstanding    | (3): | Is performing far above expected level.  |
| Standard       | (2): | Is performing where expected. This is the reference point which the other ratings are evaluated against. This is an acceptable positive level of performance.  |
| Below Standard | (1): | Performance is inconsistent. Much of the performance is below an acceptable level. Indicates that a serious effort on the part of the employee is needed. This rating requires follow up such as counseling, extra training, added evaluations, etc. |
| Unacceptable   | (0): | Does not perform or make visible effort to achieve acceptable performance. The employee is aware of the deficiencies and has not made or cannot make the needed changes in the performance.  |

**Area 1: \_\_\_\_\_ COMMUNICATION**

- Dependability: Available when needed, can be contacted easily when needed, keeps department informed of schedule. Commits necessary time and effort.
- Communication Effectiveness: Openness in dealing with employees, citizens, Council, processes information correctly, listens to others.
- Commitment: Makes the tough unpopular decisions for the betterment of the Department. Takes responsibility for own actions.
- Makes department information available to the employees in the department.
- Understands and practices the concept of "TEAMWORK"

**Comments:**

**Area 2: \_\_\_\_\_ LEADERSHIP**

- Delegates' responsibility: Allows employees to work out and solve problems themselves. Delegates the right job to the right employee for optimum performance and results for the Department and Village
- Provides direction to employees, creates a sense of team or belonging
- Executes Village policy, directs operations in a positive manner, has respect for the employees
- Professional Development: Engages in continuing education and supports actions of others

**Comments:**

**Area 3: \_\_\_\_\_ RESPONSIVENESS**

- Establishes goals and objectives for department
- Has met the past year's goals and objectives
- Results Oriented: Meets deadlines, uses problem solving skills
- Responsive to employees, citizens, Council

**Comments:**

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**Area 4: \_\_\_\_\_ PERSONNEL**

- Interpersonal Relations: Ability to deal effectively and respectfully with employees
- Training of employees is a high priority, promotes staff development
- Committed to making employee decisions based on objective criteria
- Completes employee evaluations and new employee orientation efficiently and in a timely manner
- Ability to resolve disputes or diffuse potentially tense situations
- Handles personnel and payroll issues in a timely manner (e.g. timesheets, FMLA, etc)

**Comments:**

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**Area 5: \_\_\_\_\_ CUSTOMER SERVICE**

- Understands who is the customer
- Services are delivered efficiently and promptly
- Promptly handles customer complaints
- Is successful in handling customer complaints

**Comments:**

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**Area 6: \_\_\_\_\_ SAFETY**

- How many preventable accidents has the department had this past year? \_\_\_\_\_
- Did everyone in the department meet the training requirements based off the individual safety matrix? \_\_\_\_\_
- Are accidents being reported in a timely manner? \_\_\_\_\_
- Are accident investigations being submitted in a timely manner? \_\_\_\_\_
- Is the safety matrix up to date for each position in the department?

**Comments:**

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**Area 7: \_\_\_\_\_ FINANCE**

- Understands the VOR's budgeting process
- Promotes fiscal responsibility

**Comments:**

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**Area 8: \_\_\_\_\_ Performance**

- Does not need to be supervised on a regular basis
- Thinks independently but understands what the Village of Ruidoso needs from the department

**Comments:**

**If the rating is anything other than STANDARD, give written explanation as to the rating.**

What are the goals and objectives for this next year?

**Final Score Total points (then divide number of areas rated (8) to get the evaluation score =**  
\_\_\_\_\_.

**EMPLOYEE COMMENTS:**

Do you agree \_\_\_\_\_ or disagree \_\_\_\_\_ with this evaluation?

What are your specific comments of the overall evaluation?

Rater: \_\_\_\_\_ Title: \_\_\_\_\_ Signature and date \_\_\_\_\_

Reviewer: \_\_\_\_\_ Title: \_\_\_\_\_ Signature and date \_\_\_\_\_

Employee Signature and date: \_\_\_\_\_

*GIVE ORIGINAL TO HR*

*COPY TO EMPLOYEE  
DEPARTMENT*

*COPY TO*