

PERFORMANCE REVIEW

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EMPLOYEE'S NAME: _____ TITLE: _____

SUPERVISOR'S NAME: _____ DEPARTMENT: _____

REVIEW PERIOD: _____
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1. Job Knowledge:

Demonstrates the knowledge and skills necessary to perform effectively. Understands the expectations of the job and stays current with new developments, technologies, methods, theories, approaches, and processes in area of responsibility. Demonstrates interest in developing and extending professional knowledge. Applies knowledge effectively given circumstances of varying situations.

outstanding exceeds expectations meets expectations needs improvement

Comments:

Suggestions/Goals for Improvement:

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2. Teamwork & Communication:

Fosters a supportive work environment by establishing and maintaining effective working relationships with others. Uses collaboration in problem-solving as appropriate. Effectively communicates ideas and information in writing and/or orally as appropriate. Shares information and resources. Responds to requests for assistance and support from others in a helpful manner. Makes suggestions to improve the efficiency and effectiveness of the work unit with due concern for others in the team. Demonstrates respect for all individuals.

outstanding exceeds expectations meets expectations needs improvement

Comments:

Suggestions/Goals for Improvement:

3. Reliability & Commitment:

Works efficiently, uses time effectively, takes initiative in addressing problems. Takes responsibility for meeting deadlines without sacrificing accuracy, quality, or service satisfaction; assumes “ownership” when appropriate. Completes projects on time. Can be counted on by others to complete assigned responsibilities. Demonstrates commitment to departmental and company missions.

- outstanding exceeds expectations meets expectations needs improvement

Comments:

Suggestions/Goals for Improvement:

4. Judgment:

Demonstrates maturity in solving problems and dealing with people. Anticipates and identifies problems; evaluates alternative solutions; is open to new or different solutions. Takes or recommends appropriate actions and determines which problems to handle independently and which to refer; follows up on problems and helps to bring about resolution. If the employee is serving in a supervisory capacity, delegates tasks wisely and follows up on tasks assigned to others. Chooses wisely from available courses of action.

- outstanding exceeds expectations meets expectations needs improvement

Comments:

Suggestions/Goals for Improvement:

5. Quality & Customer Service:

Accurately and thoroughly completes work; meets service recipient and departmental expectations for quality /quantity of work. Listens to and understands the needs of the service recipient, whether inside or outside the company and responds to those needs. Delivers work product and services to consumers in a way that reflects the credit upon the unit and the company. Able to interpret and respond to consumer needs.

- outstanding exceeds expectations meets expectations needs improvement

Comments:

Suggestions/Goals for Improvement:

Overall Evaluation:

- outstanding exceeds expectations meets expectations needs improvement

Comments:

Suggestions/Goals for Improvement:

I certify that I have read the contents of this document and reviewed them with my supervisor/employee.

Signature of Employee: _____ *Date:* _____

Signature of Supervisor: _____ *Date:* _____