

Annual City of Waukesha - City Administrator Evaluation 2020



Rating Scale

Doesn't Meet Expectations: Performance (quality and/or timeliness) is below what should be expected after a reasonable period of time on the job. Significant improvement is essential to meet minimum standards. A plan to correct performance must be outlined and monitored to measure progress. This rating must be supported by relevant examples and comments.

Improvement Needed: Performance (quality and/or timeliness) did not consistently meet expectations and failed to meet expectations in one or more essential areas. Output frequently falls below acceptable levels and must be improved. A plan to correct performance must be outlined and monitored to measure progress. This rating must be supported by relevant examples and comments.

Meets Expectations: Overall performance (quality and/or timeliness) achieves expected results. The employee is dependable, competent and knowledgeable. The level of performance is considered good, valuable and conveys effective results.

Exceeds Expectations: Performance (quality and/or timeliness) consistently meets and on occasion exceeds expectations. Performance is highly effective in quality and timeliness. This person anticipates, prevents or addresses problems at a higher level than expected. This rating must be supported by relevant examples and comments.

Consistently Exceeds Expectations: Performance (quality and/or timeliness) consistently and clearly exceeds in all essential areas of job standards. Performance at this level occurs throughout the year and across all key aspects of the position. This rating is achievable by any employee though given infrequently. This rating must be supported by relevant examples and comments.

Evaluator Name: _____

City Wide Competencies

Accountability

Employee takes responsibility for own decisions, actions, results, complies with rules, regulations, ethics, policies and responsibilities entrusted to them. Holds self personally responsible for outcomes and how they are achieved.

Meeting Expectations: An employee meeting the expectations for accountability complies with work hours, maintains good attendance, shows reliability in work habits, completes assignments and meets deadline.

Exceeding Expectations: An employee exceeding the expectations for accountability demonstrates continuous improvement in work habits, asks for and uses feedback to improve performance and does not make excuses for errors or problems; acknowledges and corrects mistakes.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

Communicate Effectively

Employee effectively utilizes written, verbal and listening skills to communicate with City staff, the public and all appropriate audiences. Supports City decisions demonstrated through actions (verbal and nonverbal).

Meeting Expectations: An employee meeting the expectations for communicating transparently shares important information with others and communicates in a clear and concise manner using appropriate grammar, pronunciation, and tone.

Exceeding Expectations: An employee exceeding the expectations for communicating transparently listens carefully to others, asks questions for clarification, and ensures message is understood and demonstrates an ability to influence others by modeling appropriate body language and nonverbal communication.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

Ethical Leadership

Leads with integrity, teamwork and commitment to a common goal while complying with rules, regulations, ethics and policies; maintains confidentiality, is honest and inspires the trust of others.

Meeting Expectations: An employee meeting the expectations for ethical leadership avoids situations and actions considered inappropriate or which present a conflict of interest. This employee facilitates and contributes to the growth of others and abides by all City policies and procedures.

Exceeding Expectations: An employee exceeding the expectations of ethical leadership adheres to a set of core values that are represented in decisions and actions. Does not misrepresent self or use position or authority for personal gain. Motivates staff members and recognizes and rewards achievement. Employee understands all City policies and procedures, shares knowledge and communicates suggestions for policy and procedural changes.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

Respect

Employee recognizes and appreciates one's worth, abilities and differences. Treats all people with dignity, respect and fairness. Resolves interpersonal conflicts constructively. Shares time, energy and knowledge with others to ensure they can succeed. Demonstrates awareness and understanding of cultural and individual values.

Meeting Expectations: An employee meeting the expectations for respect demonstrates appreciation; thanks others for their assistance. Demonstrates tact and diplomacy when resolving conflicts, addressing concerns and working with various constituencies; treats others with courtesy and respect.

Exceeding Expectations: An employee exceeding the expectations for respect takes initiative to improve working relationships and foster feelings of mutual respect with coworkers and customers. This employee builds trust and creates a positive work environment by inclusion and supportive approaches to daily activities.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

Service

Employee advocates for and positively represents the City. Demonstrates the desire and ability to work harmoniously and cooperatively with coworkers, supervisors, subordinates, clients, vendors and/or the public.

Meeting Expectations: An employee meeting the expectations for service listens to customers (internal and external) and addresses needs and concerns. Follows up with customers as needed to ensure customer satisfaction. Employee strives to anticipate customer needs and proactively resolves issues.

Exceeding Expectations: An employee exceeding the expectations for service fulfills commitments prior to deadlines.

Willingly puts in extra time and effort in crisis situations; goes the "extra mile" to ensure customer needs are met. This employee always encourages and instructs staff to present a cheerful and accommodating manner with customers. Helps to remove barriers to providing a high level of customer service.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

I - Assisting Council with its Policy Making Role

I - 1.

The City Administrator provides adequate information and analysis to help you make sound decisions.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

I - 2.

Agenda items and supporting documents are appropriate and brought to Council in sufficient time for deliberations.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

I - 3.

The City Administrator follows up promptly on Council requests for information or action without having to be reminded.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

I - 4.

The City Administrator keeps you informed, in a timely manner, of the things you want to know about.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

I - Overall performance in Policy Making Role

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

II - Providing Advice

II - 1.

The City Administrator has adequate knowledge of municipal affairs.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

II - 2.

Overall performance in Policy Making Role

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

II - 3.

The City Administrator considers alternatives before making recommendations.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

II - 4.

The City Administrator has provided a good analysis as the basis for their recommendations.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

II - Overall Performance in Providing Advice Role

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

III - Internal Administration

III - 1.

The City Administrator has a comprehensive approach to budget preparation and review.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

III - 2.

The City Administrator is effective at controlling costs through economical utilization of manpower, materials and equipment.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

III - 3.

The City Administrator has sufficient knowledge of financial matters.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

III - 4.

The City Administrator submits the budget on time and provides sufficient information on the financial status of the City.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

III - Overall Performance in Internal Administration

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

IV - Personnel Management

I - Overall Performance in Personnel Management

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

IV - Summary of 360 Feedback from Staff

IV - Overall Rating from 360s

V - Citizen Relations

V - 1.

The City Administrator generally makes a positive impression with the citizens of Waukesha.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

V - 2.

The City Administrator seeks new ways to reach a variety of stakeholders in the community and have developed new outreach techniques.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

V - 3.

The City Administrator is responsive to the Common Council's citizens and responds to citizen complaints and issues in an appropriate time frame.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

V - 4.

The City Administrator represents the priorities of the Common Council accurately and effectively.

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

V - Overall Performance in Citizen Relations

COMMENT

Doesn't Meet Expectations

Improvement Needed

Meets Expectations

Exceeds Expectations

Consistently Exceeds Expectations

Performance Goals

Current Goals:	Overall Rating:	Future Goals:	Overall Rating:
1. Explore up to 3 initiatives that save a minimum of \$250,000 in 2021; identify these initiatives to the Council by May 1, 2021			
2. Implement cross training of employees by 20% and give reports to show progress.			
3. Work with the Mayor and Directors to develop strategies to privately raise more dollars to support City projects, ideas and buildings.			
4. See the City Hall project to completion – at or below budget.			
5. Develop a strategic partnership with a neighboring community in the area of Public Safety.			
6. Improve as it relates to representing to the Council and the Public the long term impact of the Leadership Class to the City.			

Comments regarding Current Performance Goals

Suggestions for Future Performance Goals

Evaluator's Overall Comments, if any.