



CITY OF WATAUGA – PERSONNEL, ADMINISTRATION AND FINANCIAL POLICIES AND PROCEDURES MANUAL

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| POLICY TITLE | Performance Evaluations |
| INITIAL EFFECTIVE DATE | November 16, 2015 |
| LAST REVISION DATE | Replaces <i>Section 9.1 and 9.2 of the Personnel, Administration and Financial Policies and Procedures Manual approved on February 24, 2014.</i> |
| POLICY NUMBER | 4.01 |

OBJECTIVE To ensure that all City employees are evaluated in a fair and equitable manner and provide opportunities for communication between the supervisor and employee on the status of the employee’s job performance, development opportunities, and areas of improvement.

SCOPE This policy applies to all regular full-time and regular part-time employees of the City of Watauga.

POLICY

The City’s Performance Management Process is a performance management and development process designed to support the overall goals and objectives of the City. The process is designed to provide individual performance feedback in a positive manner. The process is a tool for supervisors and employees to plan professional and career development at the City and highlight any performance deficiencies and any noteworthy accomplishments. The Performance Evaluation form is used to assess overall employee performance.

While there should be one (1) formal evaluation conducted annually, discussions concerning employee performance should occur periodically and as needed throughout the year. Critical events should be documented and discussed with an employee as they occur.

A. Types of Performance Evaluations

1. Annual Evaluation

Formal, documented performance discussions between an employee and their supervisor should occur on or around the employee's anniversary date in their position. In the event such meeting cannot occur within this time frame due to the approved absence of either party, the meeting should occur as soon as practical. Comments provided by the evaluator and employee will be discussed during the formal meeting.

2. Probationary Evaluation for New Hires/Promotions

All newly hired or promoted employees will receive a performance evaluation at six (6) months. Civil Service employees, who are required to attend the academy, will receive their performance evaluation at twelve (12) months.

3. Transfers

An employee assigned to a new supervisor since their most recent anniversary date will have their evaluation completed by the receiving supervisor with input from the prior supervisor if possible.

B. Performance Evaluation Procedure

1. At the beginning of each month, the Human Resources Department will send supervisors notifications of performance evaluations that are due by the end of that month.
2. A supervisor will conduct a thorough, fair, and consistent evaluation of the performance for all employees reporting to the supervisor. The evaluation form is then submitted to the Department Head for signature.
3. Once the performance evaluation is complete, the supervisor will meet with the employee to discuss the evaluation and provide constructive feedback.
4. After meeting with the employee, the supervisor will provide a copy of the signed evaluation to the employee and submit the evaluation to Human Resources for calculating the appropriate merit increase, if applicable, to be awarded the employee.

C. Unsatisfactory Performance

An employee receiving an overall evaluation score of below average will be placed on a performance improvement plan (as long as the evaluation is not a probationary evaluation). An employee receiving an unsatisfactory performance review shall be reviewed again in ninety (90) days. If performance is still below average, the Department Director will take appropriate disciplinary action.

See Performance Improvement Plan

D. Appeal Process

An employee, other than a probationary employee, that is dissatisfied with the results of their performance evaluation may appeal the results to their Department Director within five (5) business days of receiving the evaluation by submitting a written appeal to the Department Director. The written request must contain the following information: 1. the date of the performance evaluation, the name of the evaluator, and the date the employee received the evaluation; 2. identification of the performance dimensions or comments which the employee believes are incorrect; 3. specification of the scores or comments the employee believes should appear on the evaluation; 4. facts substantiating the requested changes; and 5. a copy of the performance evaluation (the employee should retain a copy).

Upon receiving a request for appeal that is timely filed, the Department Director shall, within fifteen (15) business days, review the documentation submitted and either sustain or change the evaluation report and notify the employee in writing of the decision. If the decision changes the performance evaluation, a copy of the revised performance evaluation must be included with the notice and a copy forwarded to Human Resources to re-calculate the evaluation.

If the employee is not satisfied with the determination of the Department Director, the employee may appeal in writing to the Director of Human Resources within five (5) business days of receiving the decision from the appointing authority. The Director of Human Resources will, within fifteen (15) business days, review the appeal information and either sustain or change the evaluation report and notify the employee and the Department Director of the decision in writing. The decision of the Director of Human Resources is final.