

Town of Natick

Part-Time Employee Performance Evaluation

Employee name:
Position:
Supervisor:
Department:
Evaluation period: From: ____/____/____ To: ____/____/____

Factor	Description	Rating (3-2-1)
Customer service	Passionate about providing high quality customer service. Demonstrates that customer satisfaction is a priority by being available to help customers, giving accurate and helpful information/service, and demonstrating an understanding of and anticipating customer needs. Values the importance of delivering high quality, innovative service to internal and external customers; understands the needs of the customer; customer service focus.	
Collaboration	Supports others and practices teamwork to achieve productivity and efficiency. Cooperates and collaborates with colleagues as appropriate; works in partnership with others and demonstrates respect for the community.	
Accountability	Honors commitments and is dedicated to delivering timely results. Accepts responsibility for own work; develops trust and credibility; demonstrates honest and ethical behavior. Problem solving—Identifies problems, involves others in seeking solutions, conducts appropriate analyses, searches for best solutions; responds quickly to new challenges. Decision making—Makes clear, consistent, transparent decisions; acts with integrity in all decision making; distinguishes relevant from irrelevant information and makes timely decisions.	
Communication	Connects with superiors, peers, subordinates and customers, actively listens, clearly and effectively shares information, demonstrates effective oral and written communication skills, and adheres to established standards for communication.	
Respectful practices	Shows respect for people and their differences; promotes fairness and equity; engages the talents, experiences, and capabilities of others; fosters a sense of belonging; works to understand the perspectives of others; and creates opportunities for access and success. Demonstrates respect for the community and environment in which we work.	
Resourcefulness	Strives for efficient, effective, high quality performance in self and the unit; delivers timely and accurate results; resilient when responding to situations that are not going well; takes initiative to make improvements. Utilizes time management and organization skills	
Comprehension & follow-through	Ability to understand instruction and anticipate what is required to get the job done. Takes the appropriate steps to follow through on tasks. Offers solutions to problems that arise. Work is organized and personal workspace is tidy.	

Attendance	Regularly is present for work and communicates effectively and in a timely manner with his/her supervisor on schedules and attendance.	
Punctuality	Regularly arrives at work on-time and is prepared to begin working.	

Overall rating -

Rating Definitions:	
3 - Exceeds expectations	Highly Effective—Performance consistently exceeded expectations in all essential areas of responsibility and the quality of work overall was excellent. Most performance objectives exceed expectations. Projects and objectives are completed in a manner that expands the scope and impact of the assignment. The employee is viewed as having made notable contributions to the unit.
2 - Meets expectations	Effective—Performance was competent and effective along established expectations; initiative, resourcefulness and good judgment are consistently exercised. Employee makes a solid, reliable and meaningful contribution to the unit. Performance consistently met expectations in all essential areas of responsibility, at times possibly exceeding expectations, and the quality of work overall was very good.

1 - Improvement required	Performance did not consistently meet expectations—performance failed to meet expectations in one or more essential areas of responsibility.
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Comments:

Employee signature

Date

Supervisor signature

Date