

PERFORMANCE APPRAISAL FORM

Employee's Name: Jackie Smith

Date: 10-16-01

Return to Human Resources by: 10-1-01

1. The employee demonstrates a high degree of aptitude in performing his/her job.

No Opinion	Strongly Agree	(Agree)	Disagree	Strongly Disagree
	A	(B)	C	D

Comments: Jackie does a pretty good job. She screws up the inventory sheets every so often.

2. The employee consistently exhibits a very positive attitude at work.

No Opinion	Strongly Agree	(Agree)	Disagree	Strongly Disagree
	A	(B)	C	D

Comments: Jackie can be a pain when she wants to be. Betty, and many others, think you are a bitch. You need to work on that.

3. The employee consistently produces a high quantity of work.

No Opinion	Strongly Agree	(Agree)	Disagree	Strongly Disagree
	A	(B)	C	D

Comments: Jackie needs to turn out a lot more work.

4. The employee is a team player and assists his/her co-workers with whatever they need whenever he/she can.

No Opinion	Strongly Agree	(Agree)	Disagree	Strongly Disagree
	A	(B)	C	D

Comments: Jackie keeps pretty much to herself. She likes to watch the new girl, Lori, struggle.

5. The employee is consistently responsive to client needs.

No Opinion	Strongly Agree	(Agree)	Disagree	Strongly Disagree
	A	(B)	C	D

Comments: Jackie has stopped swearing at clients. Jackie still needs to get back to clients faster and spend less time in the bathroom.

6. The employee is consistently polite and courteous to clients.

No Opinion	Strongly Agree	(Agree)	Disagree	Strongly Disagree
	A	(B)	C	D

Comments: OK.

7. The employee is consistently trying to learn more to improve his/her abilities.

No Opinion	Strongly Agree	(Agree)	Disagree	Strongly Disagree
	A	(B)	C	D

Comments: Jackie never does this.

COMMENTS:

Jackie has done a good job in improving her "trailer park" work ethic. She has a ways to go ... but she is doing better. It is hard to teach an old dog new tricks.

1. PUNCTUALITY/ ATTENDANCE

Rating 3

Reports for duty on time. When reporting for duty is alert and ready to respond to emergencies. Firefighter keeps absences to a minimum, schedules time off in advance as required.

Reviewer Comments

Bill is usually on time and does not miss too much. Last year, Bill only missed two days of work and was only late once.

2. APPEARANCE/NEATNESS

Rating 3

Follows accepted departmental regulations involving personal appearance. Is clean, well groomed, and maintains personal hygiene. Appearance projects professional demeanor and instills public confidence.

Reviewer Comments

Bill has had several instances when his uniform was wrinkled and unacceptable (Jan 5, February 10, March 7, May 5). Must improve in this area. Bill will improve for a while, then revert to his previous unkempt look.

3. ATTITUDE/WORKING WITH FELLOW EMPLOYEES **Rating** 3

Establishes and maintains effective relations. Exhibits tact and consideration. Display a positive outlook a pleasant manner. Supports co-workers and works actively to resolve. Conduct with officers, firefighters, and other employees should be cooperative, courteous, and non-disruptive to the operation and should contribute positively to the department effort and morale; should provide assistance and work as part of a team; exchanges pertinent information about the job with other members; establishes rapport with co-workers, considers how other members of the department will react to criticism and ribbing before speaking.

Reviewer Comments

Bill is a very positive influence on morale. He supports his co-workers and is always cooperative.

4. COMMUNICATION

Rating 3

Ensures information provided by others is understood and is able to provide clear and concise information to others; follows written and oral directions required to perform the job; accurately relates information to officers or co-workers, communication is not impaired by illegible handwriting, poor grammar, or poor speech. Completes EMS & fire reports in a clear, complete, and concise manner; completes departmental forms accurately.

Reviewer Comments

Bill's memos are very clear. (January memo on car seats). Also addresses issues with employees directly instead of retreating (Dispute between Frank and Tom was handled in a direct respectful manner.)

5. DEALING WITH PEOPLE/PUBLIC

Rating 3

Deals with the public in a professional manner in all situations; greets individuals stopping at the station; is courteous when answering questions or providing directions; assists during station tours; presents a positive image of the Fire Department. Works cooperatively and in a professional manner with representative of outside agencies. Willingly assist public without transferring the problem to others.

Reviewer Comments

Bill does a great job here. He has diffused many difficult situations (Calmed Mrs. Smith on EMS run when husband had heart attack, very helpful and accommodating with public on car seat inspections, etc.)

6. INITIATIVE / PRODUCTIVITY

Rating 3

Does not wait to be told or for others to take the lead; makes extra efforts to improve performance work methods and procedures; does not need to be shown every detail; completes all assignments; seeks extra work. Produces acceptable volume of work; requires minimum supervision; completes work in reasonable time; quantity of work does not diminish under adverse conditions.

Reviewer Comments

Bill does a great job here. Bill took the initiative on the "Open Firehouse Day" and helped get the entertainment for the kids arranged. Bill always comes up and asks which projects we have that he can help with. He has not missed any deadlines and is usually early. (I.e. car seat, Family Day vendors lists, etc.)

7. MAINT. AND CARING FOR FIRE DEPT PROPERTY

Rating 3

Carries out daily cleaning and maintenance of stations, equipment and apparatus; does not abuse or misuse assets of the Fire Dept.; follows departmental procedures in checking equipment and apparatus for readiness reports loss, wear, or damage to the appropriate officer; carries out daily or periodic cleaning and maintenance of apparatus and equipment; performs minor maintenance on equipment as required; maintains assigned personal equipment (protective clothing, radios, etc.) in top working order; does not abuse assigned equipment; checks equipment after emergency to avoid loss, reports equipment problems to the appropriate officer in the prescribed manner.

Reviewer Comments

Bill does a great job here. He always jumps in and mops up, washes the trucks, etc.

8. OPERATING FIRE DEPARTMENT APPARATUS & EQUIPMENT / FOLLOWING SAFETY PROCEDURE

Rating 3

Operates assigned equipment during emergency operations quickly and safely according to Dept. SOG or Officer's direction; demonstrates proficiency of assigned apparatus/equipment. Monitors operation of equipment (water pressure, vehicle performance, aerial ladder platform placement, etc.), insures proper operation of apparatus to support other firefighter. Follows accepted departmental safety guidelines; uses appropriate safety techniques at all times (uses proper methods while using tools or equipment); uses personal protective equipment (protective clothing, Fire/EMS safety devices, SCBA, uses universal precautions for EMS); follows safety procedures in operating vehicles; works consistently within established safety procedures while on duty

Reviewer Comments

Good

9. FIREFIGHTING SKILLS

Rating 3

Is proficient in applying knowledge of firefighting techniques; uses the appropriate equipment in the proper manner while performing essential job functions, such as: entry, rescue, ventilation, salvage and overhaul, fire suppression, technical rescue and hazmat activities, etc. Knows where to find equipment at the emergency scene; demonstrates knowledge of standard operations and safety procedures when acting independently at the emergency incident.

Reviewer Comments

Bill is a very experienced firefighter and does a very good job.

10. WORKING UNDER HAZARDOUS CONDITIONS **Rating 3**

Performs under conditions involving danger, requiring physical effort, makes quick and accurate decisions; applies correct emergency techniques under conditions requiring quick reaction and allowing little time for thought; is able to maintain a high level of physical activity from arrival on the scene until the emergency is controlled; works in close coordination with other members of the team; is able to identify critical situations at the scene and report them to the appropriate officer.

Reviewer Comments

Not too bad here. Needs to work a bit on his techniques.

11. EMS SKILLS **Rating 3**

Is proficient in applying knowledge of EMS techniques, uses the appropriate equipment in the proper manner while performing essential job functions such as: patient assessment, treatment, stabilization, immobilization, transportation etc. Demonstrates knowledge of medical protocol and SOG as relating to EMS. Follows universal precautions and department SOG relating to blood borne and air borne pathogens and scene safety. Knows where to find equipment at emergency scene.

Reviewer Comments

Bill's strength is his EMS skill. Bill has a great rapport with patients, always follows universal precautions, very accurate and quick with patient assessments.

12. DECISION MAKING – PROBLEM SOLVING **Rating 3**

The decision of the Firefighter must be consistent with the direction of his/her supervisor and with the overall objective of the department. A firefighter must demonstrate the ability to identify problems, obtain necessary information, and formulate and implement appropriate resolutions in a timely manner. In the decision-making and problem solving process, the firefighter must be able to adjust for unseen contingencies in an organized and controlled fashion.

Reviewer Comments

Bill has good decision making skills.

13. FOLLOWING SUPERVISORY DIRECTION / ACCOUNTABILITY **Rating 3**

Accepts work assignments and follows direction regarding how work is to be completed and when work should be finished; after review of job performance by the supervisor, discusses areas where work needs improvement, and shows efforts to improve performance in areas where deficiencies are pointed out. Follows directives and procedures; strives to improve knowledge of unit operation; accepts responsibility as required; responsible and accountable for errors made; accepts constructive criticism

Reviewer Comments

Bill needs to work on understanding that when a decision has been made...it is over. Bill tends to rehash and rehash the same issues again...and again...and again...and again.... Bill has to work on supporting the decisions of his supervisors. (Not agreeing on when the Car Seat Day was going to be held or how it was organized. Later went out and openly criticized his supervisor AFTER the decisions were made.)

14. TRAINING/LEARNING NEW SKILLS

Rating 3

Actively participates in departmental training and undertakes development of new skills on an individual basis; attends and participates in daily or periodic training sessions; reports for training and other assignments on time; displays a willingness to learn new methods and techniques; undertakes efforts to learn about new equipment; learns new material quickly and performs new tasks with little or no supervision.

Reviewer Comments

VERY good here. Bill is constantly learning new skills and attending classes.

15. ADAPTABILITY TO CHANGING CONDITIONS

Rating 3

Accepts changes in workload, priorities or procedures; responds to instructions/directions; handles difficult situations without stress; carries out changes in policies and procedures.

Reviewers Comments

This is where Bill needs a lot of work. Bill has a lot of potential, but he lives in the past. Bill does not handle change well at all.

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