

City Manager Performance Evaluation

Performance Category Scoring

Proposed: There are 5 items per category. Each item will be rated using a 5 point scale:

- 1 = poor (rarely meets the performance standard)
- 2 = below average (usually does not meet the standard)
- 3 = average (generally meets the standard)
- 4 = above average (generally exceeds the standard)
- 5 = excellent (almost always exceeds the performance standard)

1. INDIVIDUAL CHARACTERISTICS AND PERSONAL DEVELOPMENT

- Diligent and thorough in the discharge of duties, "self-starter"
- Exercises good judgement
- Displays enthusiasm, cooperation and willingness to adapt
- Exhibits composure, appearance and attitude appropriate for executive Position
- Effective time management, appropriate delegation, commitment to self renewal and work/life balance

2. PROFESSIONAL SKILLS

- Maintains knowledge of current developments affecting the practice of local government management (by involvement in NCLM, County Council of Government and attending conferences/continuing education)
- Demonstrates a capacity for innovation and creativity while anticipating problems and developing effective solutions
- Willing to try new ideas proposed by governing Council Members and/or staff
- Sets a professional example by handling affairs of the public office in a fair

and impartial manner

- ___ Exhibits written and verbal communication skills

3. COMMUNICATION WITH ELECTED MEMBERS OF THE GOVERNING BODY

- ___ Carries out directives of the body as a whole as opposed to those of any one member or minority group
- ___ Sets meeting agendas that reflect the guidance of the governing body
- ___ Disseminates complete and accurate information equally to all members in an appropriate manner
- ___ Responds well to requests, advice and constructive criticism.
- ___ Acts as a mediator in policy disputes within the Council

4. POLICY FACILITATION

- ___ Implements governing body actions in accordance with the direction of Council
- ___ Supports the actions of the Council after a decision has been reached, both inside and outside the organization
- ___ Understands and enforces local government laws, policies and ordinances
- ___ Reviews ordinance and policy procedures periodically to suggest improvements to their effectiveness
- ___ Offers workable alternatives to the governing body for changes in law or policy when an existing policy is not longer practical

5. COMMUNICATION WITH CITIZENS

- ___ Manager is responsible for addressing citizens requests or concerns within 1-2 working days
- ___ Recognizes the right of all citizens to influence local decisions.

- Meets with and listens to members of the community to discuss their concerns and strives to understand their interests
- Gives an appropriate effort to maintain citizen satisfaction with city services
- Maintains a relevant and up to date website reflective of the wants and needs of the citizens

6. STAFF MANAGEMENT AND PERFORMANCE

- Recruits and retains competent department heads
- Applies an appropriate level of supervision by inspecting what is expected in areas of performance
- Professionally manages the compensation and benefits plan
- Promotes training and development opportunities for employees at all levels of the organization
- Creates a work environment that encourages teamwork, innovation, performance, and effective problem-solving among the staff and management

7. FISCAL MANAGEMENT

- Prepares a balanced budget to provide services at a level directed by Council.
- Makes the best possible use of available funds, conscious of the need to operate the local government efficiently and effectively
- Prepares a budget and budgetary recommendations in a logical and accessible format
- Provides Council with an updated monthly fiscal report
- Appropriately monitors and manages fiscal activities of the organization

What constructive suggestions or assistance can you offer the manager to enhance their performance? _____

What other comments do you have for the manager: e.g., priorities, expectations, goals or objectives for the new rating period? _____
