

Example of a Well-Written Performance Evaluation

Jan Diver - Employee Evaluation

<<DATE>> - <<DATE>>

Quality/Quantity of Work

Jan performs a wide variety of office support tasks, including receptionist duties, typing correspondence, data entry, and filing. She efficiently organizes and completes her tasks, is eager to assist coworkers, and is always willing to cover the forms desk when needed. Jan's willingness to pitch in supports our departmental value of using a team approach when generating solutions to problems.

Concerns regarding the accuracy of her data entry were addressed with Jan in February <<YEAR>>. At that time Jan's data entry was only 60% accurate. Since that time, her accuracy rate has improved to standard (85%). I expect that Jan will continue to work to improve her data entry accuracy to consistently be above 90%.

Jan has familiarized herself with all of the operating systems that we currently use in this office and is working on developing her word processing skills. It is expected that Jan will complete her training on Microsoft Office by January 2014 and to utilize those training skills in her day to day work.

Adaptability

Jan organizes her time well, and handles last-minute project requests with aplomb. She is able to perform her tasks with minimal supervision, and I can count on her to get things done. One example of this is when Jan was assigned to create a new intake form to support the change in legislature. The changes needed to be implemented within one month and Jan was able to take the lead and work with her colleagues to develop a form that supported the necessary changes. Jan then trained all of her colleagues on the changes while still being able to maintain her current productivity level. While Jan kept me apprised of her progress, she was able to complete this project with minimal supervision.

Work Habits

Jan completes her work assignments on time and sets a good example of productivity in the office. I have needed to speak with Jan twice, however, regarding the amount of time she spends making personal calls and socializing with others. This topic was also addressed with everyone in an all-staff meeting. Jan has made a commitment to limiting her personal telephone calls and socializing with co-workers while they are trying to complete their own tasks.

Jan is aware that the number of unplanned absences she had during this rating period was high. Since speaking with her about this in June <<YEAR>>, she has called in twice with unscheduled absences. This is an improvement that I expect she will be able to maintain during the next rating period.

I have also discussed with Jan the need for her to arrive on time in the morning, as she is the person who normally turns the telephone forwarding off and greets our earliest customers. Jan was issued a counseling memo in regards to this concern on May 19, <<YEAR>>. Jan will need to consistently maintain an arrival time rate of no more than two tardies per month in order for this issue to be completely resolved.

Personal Relations

As stated earlier, Jan has demonstrated a willingness to assist the rest of her team in order to get the job done, and Jan's coworkers have expressed their appreciation of this. On August 15 <<YEAR>>, Jan received an acknowledgement for supporting the team by volunteering to cover the reception area for two extra hours the prior week due to her co-worker being out unexpectedly.

Jan says exactly what is on her mind, and the manner in which she makes comments sometimes is courser than appropriate for an office setting. Jan and I have discussed ways for her to pay closer attention to the language she uses so she can more effectively promote and share her ideas.

In summary, Jan is a very reliable and conscientious person, and takes pride in a job well done. As Jan and I have discussed, her focus during this next review period will be on the last two performance factors on the Employee Evaluation. Jan has demonstrated she has great potential to excel and enjoy a very successful career with the County of San Mateo.