

Shift Supervisor Evaluation

BEHAVIOR

A. WORK ETHICS

1. Attendance

a. Reliability (no pattern of sick leave usage attached to RDOs or approved leave)

4 or more 2-3 1 none

0 1 2 3 See comment page _____

b. Dependability (Personnel Policy 11.4 - Excessive Sick Leave Usage)

6 or more 4-5 1-3 none

0 1 2 3 See comment page _____

c. Lack of AWOL occurrence

i. Reporting for work, training or meetings as assigned SOP #06-02

Y **N** See comment page _____

ii. Positive balance of sick leave (Personnel Policy 11.3 - Scheduling of Sick Leave)

Y **N** See comment page _____

2. Punctuality

a. Arrives late for work, training or meetings

4 or more 2-3 1 none

0 1 2 3 See comment page _____

b. Begins work per SOP # 95-02

0 1 2 3 See comment page _____

c. Lack of AWOL occurrences – late without prior notification per SOP #06-02

Y **N** See comment page _____

d. Requests leave time within acceptable parameters

Y **N** See comment page _____

3. Responsiveness

a. Returns pager or telephone recall for supervisory vacancies

0 1 2 3 See comment page _____

b. Returns to or contacts work expeditiously when an equipment malfunction page is sent

0 1 2 3 NA See comment page _____

Responsiveness (cont.)

c. Returns to or contacts work expeditiously when an emergency weather page is sent

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

B. INTERPERSONAL SKILLS

1. Collaborates with peers, rather than competes

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

2. Supports team cohesiveness

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

3. Invests in others (e.g., helps them identify and resolve problems)

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

4. Communicates optimism vs. pessimism, cynicism, or mistrust

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

5. Displays positive attitude towards the emergency communications profession

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

6. Refrains from making comments that cause friction or dissention

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

7. Avoids negative dialogue concerning other staff members

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

8. Are you approachable by your subordinates?

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

9. Displays willingness to cooperate with the other supervisor

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

10. Interactions

a. External contacts

i. Citizens

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

External Contacts (cont.)

ii. Other City/Village employees

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

iii. Vendors

Y _____ **N** _____ See comment page _____

b. Sworn contacts

i. Displays professional and appropriate interactions with officers & fire fighters

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

ii. Displays professional and appropriate interactions with police and fire command staff

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

C. LEADERSHIP SKILLS

1. Communicates an attitude of organizational loyalty

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

2. Displays willingness to work towards achievement of the NSECC's goals.

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

3. Asserts self in a timely, helpful and generous manner

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

4. Seeks input from others

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

5. Seeks to benefit the group rather than the individual

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

6. Shares leadership (e.g., delegates appropriately)

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

7. Sets a good example as a supervisor

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

8. Demonstrates assertiveness

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

9. Demonstrates decisiveness

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

10. Offers support in a balanced manner

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

11. Provides assistance to others when needed

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

12. Shows proper respect to subordinates

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

13. Shows proper respect to senior management

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

14. Treats everyone equally (Doesn't "play" favorites)

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

15. Follows established rules of personal conduct

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

16. Maintains a professional composure.

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

17. Refrains from making negative comments to the sworn departments concerning the NSECC

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

18. Refrains from making negative comments about sworn personnel

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

19. Refrains from discussing controversial opinions/issues while on duty

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

20. Refrains from discussing union issues

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

21. Displays ability to control a conflict between staff members

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

22. Addresses contentious situation in the present (e.g., neither procrastinates or avoids conflict)

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

23. Conducts needed investigations in a prompt and thorough manner

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

24. Displays knowledge and ability to handle routine sworn concerns

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

25. Displays knowledge and ability to handle citizen complaints (TOT to Director and Deputy Director via written documentation)

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

26. Displays knowledge and ability to handle sworn complaint that requires an investigation (TOT to Director and Deputy Director via written documentation)

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

27. Understands the implications of acting and not acting

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

28. Keeps the public's interests in mind, as well as the department's

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

29. Gives subordinates credit for their ideas and suggestions

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

30. Demonstrates the ability to maintain professional confidences.

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

D. EXERCISING AND RESPONDING TO AUTHORITY

1. Respects the department's chain-of-command structure

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

2. Displays willingness to cooperate with and support senior management

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

3. Protects the department from risk and liability (external)

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

4. Protects the department from risk and liability (internal)

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

5. Holds subordinates accountable

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

6. Supports departmental policy even when there is resistance

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

7. Communicates expected standards and insists upon them

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

8. Disciplines fairly, equitably, and as necessary

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

9. Scope of authority is exercised as needed but not exceeded

Y _____ **N** _____ See comment page _____

EXECUTION

A. ADAPTABILITY

1. Learns and operates new equipment

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

2. Learns and utilizes new knowledge

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

ADAPTABILITY (continued)

3. Displays acceptance of new equipment and/or forms and the related training

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

4. Displays willingness to accept new or amended policies (SOPs and personnel policies)

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

5. Displays willingness to adapt to rotating shifts, when assigned

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

B. PERFORMANCE

1. Displays awareness of the atmosphere and workload in operations room

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

2. Displays proactive approach to assisting and evening out the workload

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

3. Pays attention to (relevant and important) details concerning P/F/EMS incidents

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

4. Displays ability to handle a critical incident professionally

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

5. Proper and timely notifications made

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

6. Displays knowledge of and ability to handle recall of staff procedures

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

7. Displays knowledge of and ability to handle orderback procedures

0 ____ 1 ____ 2 ____ 3 ____ Schedule Training ____ See comments ____

8. Displays knowledge of and ability to handle equipment malfunction procedures

0 ____ 1 ____ 2 ____ 3 ____ Schedule Training ____ See comments ____

9. Displays knowledge of and ability to handle severe weather procedures

0 ____ 1 ____ 2 ____ 3 ____ Schedule Training ____ See comments ____

10. Displays knowledge of and ability to handle evacuation procedures

0 ____ 1 ____ 2 ____ 3 ____ Schedule Training ____ See comments ____

11. Displays knowledge of and ability to handle phone system malfunction procedures

0 ____ 1 ____ 2 ____ 3 ____ Schedule Training ____ See comments ____

12. Displays knowledge of and ability to handle call box procedures

0 ____ 1 ____ 2 ____ 3 ____ Schedule Training ____ See comments ____

13. Displays knowledge of MCAT and TRT page out procedures

0 ____ 1 ____ 2 ____ 3 ____ Schedule Training ____ See comments ____

14. Displays knowledge of and ability to use the radio screen and comparator

0 ____ 1 ____ 2 ____ 3 ____ Schedule Training ____ See comments ____

15. Displays knowledge of and ability to operate the recording systems

0 ____ 1 ____ 2 ____ 3 ____ Schedule Training ____ See comments ____

16. Displays knowledge of and ability to operate the mass notification system

0 ____ 1 ____ 2 ____ 3 ____ Schedule Training ____ See comments ____

17. Displays knowledge of and ability to operate the Nextel phones

0 ____ 1 ____ 2 ____ 3 ____ Schedule Training ____ See comments ____

18. Displays knowledge of and ability to operate the Keltron

0 ____ 1 ____ 2 ____ 3 ____ Schedule Training ____ See comments ____

19. Weekly testing of the T.T.Y.s completed and documented

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

20. Displays knowledge of and ability to explain the SOPs

0 ____ 1 ____ 2 ____ 3 ____ Schedule Training ____ See comments ____

21. Displays ability to instruct the staff on new procedures and policies

0 ____ 1 ____ 2 ____ 3 ____ Schedule Training ____ See comments ____

22. Schedule Maintenance

a. Understanding

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

b. Completeness

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

c. Accuracy

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

d. Timely handling

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

e. Updating

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

f. Filing

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

23. Position knowledge

a. Des Plaines Police

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

b. Morton Grove Police

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

c. Niles Police

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

d. Park Ridge Police

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

e. Fire/EMS

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

24. LEADS

a. Properly interprets a LEADS response

0 ____ 1 ____ 2 ____ 3 ____ See comment page ____

b. Promptly and correctly handles hit confirmation within the 10 minute protocol

Y ____ **N** ____ See comment page ____

c. Promptly and correctly handles administrative messages

Y ____ **N** ____ See comment page ____

LEADS (continued)

d. Displays knowledge of LEADS entry protocols

Y _____ **N** _____ See comment page _____

e. Displays knowledge of and adherence to LEADS rules and regulation

Y _____ **N** _____ See comment page _____

f. Proper dissemination of LEADS entries and cancellations

Y _____ **N** _____ See comment page _____

25. Quality Assurance Forms (Q.A.s)

a. Acceptable amount completed during the year (one per staff member per week)

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

b. QAs completed for all staff members on their shift per month

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

c. Useful and constructive notes added to form

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

d. Balanced and fair perspective

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

26. Daily Activities Sheets

a. DAS completed daily

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

b. Useful and constructive notes added to form

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

c. Balanced and fair perspective

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

d. Produces appropriate documentation of exceptional performances that occur during the shift

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

e. Produces appropriate documentation of controversial or problematic issues that arise during the shift

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

27. Performance Evaluations

a. Evaluations completed, delivered and discussed for all staff members where he/she is the primary supervisor during the year

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

Performance Evaluations (cont.)

b. Useful, constructive and well written notes added to evaluation

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

28. Handling of Routine Forms (Items in N drive, attendance sheets, PAS)

a. Accuracy

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

b. Completeness

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

c. Legibility

_____ 1 _____ 2 _____ 3 _____ See comment page _____

d. Filing

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

e. Timely handling

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

29. EMD skills

a. EMD protocol followed

0 _____ 1 _____ 2 _____ 3 _____ NA _____ See comment page _____

b. PRO-QA proficiency

0 _____ 1 _____ 2 _____ 3 _____ NA _____ See comment page _____

c. Demonstrates the ability to assist the staff with Pro-QA

0 _____ 1 _____ 2 _____ 3 _____ NA _____ See comment page _____

30. Gives breaks in a timely manner when requested, without a negative attitude

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

31. Insures that, if at all possible, a break will be given instead of a missed meal slip

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

C. COMMUNICATION SKILLS:

1. Speaks clearly, articulately, and concisely

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

2. Displays appropriate voice volume level

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

3. Communicates accurately (policies, procedures, facts, goals and objectives)

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

4. Actively listens, and communicates what has been heard

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

5. Communicates subordinates' needs (and appropriate wishes) to superiors

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

6. Keeps oncoming supervisor and/or acting supervisor informed

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

7. Keeps senior management informed

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

D. PROBLEM SOLVING/DECISION MAKING

1. Identifies problems accurately, then goes beyond that to problem-solving

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

2. Analyzes short-term and long-term implications of situations and events

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

3. Exhibits an ability to "see the big picture"

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

4. Distinguishes that which is important and/or relevant from that which is not

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

5. Exhibits common sense, maturity, and life experience in decision-making

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

6. Acts on your own initiative in a responsible manner

0 _____ 1 _____ 2 _____ 3 _____ See comment page _____

E. WORK APPROACH

1. **Demonstrates a desire to make a contribution to the department**
0 1 2 3 See comment page _____
2. **Diligent in preparation and follow through**
0 1 2 3 See comment page _____
3. **Demonstrates willingness to attend meetings.**
0 1 2 3 See comment page _____
4. **Thorough and complete participation in meetings.**
0 1 2 3 See comment page _____
5. **Maintains and carries departmental blackberry**
0 1 2 3 See comment page _____

F. EXTRA CREDIT

1. **Volunteers for extra duty (open houses, testing orientations, meet and greets)**
3 See comment page _____
2. **Brings back information from classes/seminars and willingly shares with staff through notes and handouts.**
3 See comment page _____
3. **Voluntarily offers to switch schedule to assist the NSECC.**
3 See comment page _____
4. **Develops new or innovative ideas, procedures or practices**
3 See comment page _____



North Suburban Emergency Communications

performance appraisal for

SHIFT SUPERVISORS

Employee Name	
Job Title	
Dates of Merit Review	TO
Purpose of Review	<input type="checkbox"/> Annual

RATINGS: For any “Exceeds Expectations” or “Needs Improvement” ratings, assigned to any of the categories, written documentation is beneficial. For any “Unacceptable” rating, assigned to any of the categories, written documentation substantiating that rating is required.

EXCEEDS EXPECTATIONS (3) –

Clearly goes above and beyond stated job requirements and expectations. Must be demonstrated by outstanding quality throughout the evaluation period. A clear and obvious willingness to go beyond what is required. Consistently exceeds performance expectations of a particular category or the over-all evaluation. Demonstrates excellence in the scope and quality of achieved results. Contribution to the goals and objectives of the NSECC are extraordinary.

MEETS EXPECTATIONS (2) –

Consistent performance at a level expected of any qualified and experienced employee performing their duties under normal circumstances. This standard defines the basic job function with solid performance in the full scope of the employee’s job. The employee should follow through on all assigned job responsibilities. The employee’s performance meets accepted principles, methods and practices in regards to identified key job areas. The employee’s performance is compatible with and supportive of the goals and objectives of the department in a particular category or the over-all evaluation. A strong solid performer that is the mainstay of our organization.

NEEDS IMPROVEMENT (1) –

Overall job performance indicates that employee may be capable of doing the job but needs improvement in a particular category or the over-all evaluation. Requires additional training and/or remedial instruction. Generally employee exhibits behaviors and habits, which are not equal to that expected but may be able to be improved to an acceptable level.

UNACCEPTABLE (0) –

Overall poor job performance that consistently falls below acceptable standards in a particular category or the over-all evaluation. The employee does not meet the basic job standards. General characteristics include inability to do the job and/or with poor work results, inability to get the job done and overall work product that is unacceptable over a period of time.

SCHEDULE TRAINING (no score) –

It is management’s responsibility to insure that the Supervisors receive the necessary training. Those categories marked in this manner, will be forwarded to the Manager of Support Services to provide or coordinate the needed training. This category has no bearing on the overall score.

Strengths and Weaknesses (given to the staff member a couple of days before the evaluation)

In this section, the **individual being rated** should specify what they feel are their personal strengths and weaknesses.

Strengths	Weaknesses

GOALS (given to the staff member a couple of days before the evaluation)

In the "Goals" Section, the **individual being rated** should set specific goals that they would like to accomplish during the next 12 months. During the evaluation discussion, the employee may wish to revise their goals. The supervisor and the employee will agree to a "Recommended Course of Action" with respect to the goals listed.

GOALS	RECOMMENDED COURSE OF ACTION

[illegible]

General Comments

Note any pertinent facts that should be known about the employee's performance or the employee's development which were not covered by other sections of this evaluation form.

■

Achievement of Goals

Summarize last year's goals briefly and indicate how well they were met. Explain the possible reasons why some goals were met or exceeded and others were not achieved.

[illegible]

Behavior		Categories	Points
A.	Work Ethics (6-7)		
B.	Interpersonal Skills	13	
C.	Leadership Skills	30	
D.	Exercising and Responding to Authority	8	
Execution			
A.	Adaptability	5	
B.	Performance (51 to 54)		
C.	Communications Skills	7	19
D.	Problem Solving/Decision Making	6	
E.	Work Approach	5	
F.	Extra Credit (1 to 4)		
TOTALS:			

Final score determined by dividing the total points by the total categories = x.xx

Final Score	
2.51-3.00	Exceeds Expectations
1.76 –2.50	Meets Expectations
1.00-1.75	Needs Improvement
0.00-0.99	Unacceptable

Merit Increase		Merit Bonus*	
2.51 – 3.00	6%	2.51 – 3.00	3%
2.25 – 2.50	5%		
2.00 – 2.24	4%	2.00 – 2.50	2%
1.76 – 1.99	3%	1.76 – 1.99	1%
1.50 – 1.74	2%	*Applies when the employee is at maximum salary.	
1.00 – 1.49	1%		

Employee Comments:

[] My signature indicates only that I have seen this evaluation but does not mean that I am in agreement.

Employee Signature: _____ **Date:** _____
Department Head Signature: _____ **Date:** _____

<p style="text-align: center;">NWCDS EMPLOYEE EVALUATION REPORT ROUTING FORM</p>

Employee: _____

Evaluator(s) Name(s): _____

Evaluation Period: _____

Status

Date

Blank evaluation form put on server.
Evaluator notified.

Evaluation report completed by the
Evaluator and forwarded to the Assistant
Director for attendance, EMD & editing.

Attendance, EMD, and editing completed.

Evaluation report forwarded to the
Evaluator.

A copy of the report routed to the
Executive Director.

Signed evaluation report returned to the
Deputy Director for employee's
personnel file.

Advise Assistant Director that the completed
evaluation report is ready to be
transferred to the Evaluation Master
Server.



NORTHWEST CENTRAL DISPATCH SYSTEM

PERFORMANCE EVALUATION

TELECOMMUNICATOR

EMPLOYEE NAME:

EVALUATOR(S) NAME (S):

EVALUATION PERIOD:

SP = SUPERIOR

EE = EXCEEDS EXPECTATIONS

ME = MEETS EXPECTATIONS

NI = NEEDS IMPROVEMENT

US = UNSATISFACTORY

Quality of Work

Definition of Meets Expectations:

- Work is consistently accurate and written notes are detailed and understandable.
 - Tasks are completed in a timely and thorough manner.
 - If a mistake is made, it is used as a learning tool and the same errors are not continually recurring.
 - Has the ability to remain focused under stress and can effectively handle multi-tasking including handling phone calls and radio traffic simultaneously.
 - Maintains self control in difficult situations.
 - Displays and maintains a solid knowledge of standard operating procedures.
 - Demonstrates good working knowledge of the geographical make-up and boundaries of our member agencies.
-

Behavioral Examples and Comments

Rating:

Acceptance and Ability to Learn New Work Ideas

Definition of Meets Expectations:

- Effectively adapts to new policies and procedures and implements same in an efficient manner.
 - Able to accept change without resistance or hesitation.
 - Maintains flexibility in adjusting to new or unique situations and/or procedural changes.
 - If a problem is discovered with a new procedure or new equipment, the proper authority is notified in a timely manner.
-

Behavioral Examples and Comments

Rating:

Performance in New, Unusual or Emergency Situations

Definition of Meets Expectations:

- Performs at a standard level when faced with a busy or stressful situation.
 - Uses good judgment and acts in a decisive manner.
 - Effectively prioritizes situations and information and makes appropriate decisions based on the information received.
 - Consistently applies appropriate decisions making skills and utilizes good judgment when dealing with difficult situations or callers.
 - Deals with unpleasant situations in a professional manner.
-

Behavioral Examples and Comments

Rating:

Responds to Direction

Definition of Meets Expectations:

- Accepts responsibility for actions while exhibiting maturity and dependability.
 - Maintains confidentiality of data and/or information.
 - Accepts direction as a learning tool and takes corrective action.
 - Does not challenge or resent direction.
 - Is attentive while receiving direction from their supervisor.
 - Maintains a positive attitude and work environment after a correction is made.
 - Accepts and follows direction from management including directives and changes to policies and procedures.
 - Meets goals and completes tasks from previous evaluations.
-

Behavioral Examples and Comments

Rating:

Seeks and Accepts Responsibility

Definition of Meets Expectations:

- Recognizes when tasks need to be completed and assumes responsibility for completing them without being specifically assigned.
 - Demonstrates willingness to work various shift assignments, position assignments, assigned/voluntary overtime and pager days.
 - Volunteers for projects and tasks.
 - Completes shift specific tasks without being asked.
-

Behavioral Examples and Comments

Rating:

Attendance and Punctuality

Definition of Meets Expectations:

- Complies with NWCDS sick leave policy.
- Is able to accrue sick days to a minimum of half the amount awarded. Being able to accrue at least half the amount allowed is considered reasonable. (uses 40-48 hours of time during the course of an annual evaluation period)
- Refrains from using sick leave as an adjunct to days off or on weekends.
- Refrains from developing a pattern of sick leave incidents of one or two days on a recurring basis (more than six such incidents a year).
- Is present at all assigned training sessions, meetings, and mandatory classes.
- Complies with policies governing use of vacation, short notice, pre-scheduled comp time, and other comp time.
- Manages PBH obligation independently.
- Manages schedule independently and arrives on time for duty trades, overtime, and forced on pager situations.

Behavioral Examples and Comments

Rating:

Demeanor and Attitude

Definition of Meets Expectations:

- Maintains a professional demeanor in all work situations.
 - Shows respect and works in harmony with coworkers.
 - Does not display or engage in habits or traits which impact other employees negatively.
 - Refrains from displaying overt mood swings and from being overbearing and argumentative.
 - Is a positive influence on the morale of other employees.
 - Refrains from becoming upset over situations beyond his or her control.
 - Assists coworkers prior to being solicited to do so.
 - Is courteous to everyone they come into contact with including coworkers, citizens, and personnel from NWCDS member departments.
 - Adheres to policies regarding uniforms and appearance.
-

Behavioral Examples and Comments

Rating:

Call Taking

Definitions of Meets Expectations:

- Attempts to answer phone on the first ring without hesitation.
- Answers each different line using appropriate greeting.
- Uses the park feature to place non-priority calls on hold when other 9-1-1 or seven-digit lines are going unanswered.
- Verifies complete address according to NWCDS Directive II-J-005-3. The TC has no more than four documented occurrences where the complete address was not verified within an evaluation year and a response error did not occur. The TC has no more than one documented occurrence in an evaluation year where the complete address was not verified and a response error did occur.
- Chooses correct location if given list of choices from the CAD database and has no more than one documented occurrence in an evaluation period in which the incorrect location was chosen.
- Chooses correct call type.
- Verifies complete caller information including full name, caller location, and phone number and adds this information to the case. The TC has no more than three occurrences of not verifying the caller information in an evaluation period.
- Guides the conversation using tact and the appropriate tone of voice and is not rude. The TC is in control of their voice level and does not convey sarcasm or indifference or use inappropriate language. The TC has no more than two documented occurrences of inappropriate call processing within the evaluation year.
- Uses appropriate calming techniques including repetitive persistence.
- All pertinent information is asked and added to the case including information about weapons, intoxication, direction of travel, vehicle or person descriptions, and offender information.
- TC enters calls for dispatch in a timely and efficient manner and uses the CAD function of "details to follow" when appropriate.
- TC is proficient with all special telephone services including the TTY system, the language line, call tracing, the non-published information line, and the DBR function.

Behavioral Examples and Comments

Rating:

Police Dispatching

Definition of Meets Expectations:

- Solid understanding of console configuration, frequencies and components.
 - Follows proper procedure when an Emergency Signal is received.
 - Assigns all calls promptly.
 - Follows proper procedures and documents when holding assignments.
 - Strives to answer all radio traffic on the first call.
 - Understands the proper order of call priorities and uses them in dispatching calls.
 - Monitors Point-to-Point and ISPERN for relevant traffic and relays the information properly.
 - Understands how to properly hold the air when requested to do so.
 - Uses proper procedures when notifying officers of hits (10-86 Procedure).
 - Properly checks and maintains an ongoing knowledge of officer status.
 - Capable of processing notifications when requested to do so by a field unit.
 - Able to pre-plan and take initiative when needed.
 - Shows knowledge and understanding of department specialties.
 - Shows knowledge and understanding of beats.
 - During emergency and/or stressful situations, is capable of effectively communicating in a clear and professional manner.
 - Displays the ability to discern and comprehend radio transmissions.
 - Properly disseminates premise warning information.
-

Behavioral Examples and Comments

Rating:

Fire Dispatching

Definition of Meets Expectations:

- Knows front line equipment and has a basic understanding of their functionality and the numbering system.
- Changes status properly and is able to read the recall window and the MUP file.
- Has an understanding of cross manning.
- Understands CAD toning, manual Zetron toning and is able to Simul-Select properly.
- Speech is given in a standardized manner, all information is given in order; the enroute speech is completed and includes any updated information.
- Has a clear understanding of call types. Is able to modify, Balance, and 2A a call if needed.
- Understands auto aid and mutual aid agreements and is able to override a call when needed and knows the numbering of auto aid equipment.
- Is able to work the manual system, and uses cards, beat books and run cards correctly. Understands how to manually tone.
- Knows procedures for Drownings, TRS, HMAT, MABAS, Statewide, RIT, ISO, Interdivisional, Mayday, and Task Force.
- Knows how to properly tone the Battalion Chief during a MABAS incident.
- Relays any relevant premise information to responding units.
- Knows how to handle an Emergency Signal.
- Is able to use the DCC System for notifications.
- Knows procedures for Signal Blue.
- Knows what the backup frequencies are and when they are to be used.

Behavioral Examples and Comments

Rating:

CAD/Phone System

Definition of Meets Expectations:

- Knows when and how to create a discrepancy report and follows through by correctly submitting them in a timely manner.
- Understands the difference between Record Not Found, Anonymous Call, and ANI Failure calls.
- Knows when and how to DBR a phone number and correctly submits paperwork after doing so.
- Knows when and how to trace a phone number and correctly submits paperwork after doing so.
- Knows when and how to fill out the form for new/changed information to be entered or changed in CAD and correctly submits them when needed.
- Understands the difference between a fire district and fire block, and police beats and sub-beats when documenting problems.
- Is proficient with the CAD system including all CAD commands, inquiries, and functions.
- Knows the difference between Phase I and Phase II cellular calls.
- Knows how to utilize and interpret latitude and longitude information from the mapping system.
- Knows how to manually enter a location into the mapping system.
- Knows how to handle abandoned calls.
- Knows how to utilize the transfer and conference features.

Behavioral Examples and Comments

Rating:

LEADS

Definition of Meets Expectations:

- Has successfully completed the computer based LEADS certification program or recertification program.
- Understands general principles regarding LEADS/NCIC.
- Understands and is able to operate a LEADS terminal.
- Is able to inquire, interpret and disseminate CQH's, directed messages, administrative messages, hits and out of state license plate and driver's license information.
- Is capable of running inquiries and completing entries and cancellations and forwards all appropriate paper work.
- Is able to properly verify a valid LEADS/NCIC hit with the entering agency and completes all paper work involved.
- Has a good understanding of LEADS/NCIC policies and procedures and does not violate any established regulations
- Uses the system strictly for work related situations.

Behavioral Examples and Comments

Rating:

Alarm Board Skills

Definition of Meets Expectations:

- Has a good understanding of how both the alarm boards (Keltron) and the computerized alarm terminal (Bold) functions.
 - Understands the alarm numbering system: direct connect, digital and radio alarms.
 - Is able to properly process a valid activated burglar, fire, trouble fire, trouble burglar, supervisory, L-T-T and communications fail alarms and enters them correctly in the CAD system.
 - Makes contacts properly.
 - Knows procedure and properly processes requests to take alarms out of service and places them back into service.
 - Able to run logs and knows how to identify a conflict.
 - Knows how to take an alarm in and out of service at the Keltron and is familiar with the 0200 out of service Keltron policy.
 - Knows what storm mode is, how to activate it, and when it is appropriate to use.
-

Behavioral Examples and Comments

Rating:

EMD

Definition of Meets Expectations:

- Averages 95% in the area of Case Entry Compliance on all calls reviewed.
 - Averages 95% in the area of Chief Complaint Compliance on all calls reviewed.
 - Averages 90% in the area of Key Questions Compliance on all calls reviewed.
 - Averages 90% in the area of Post-Dispatch Instructions Compliance on all calls reviewed.
 - Averages 95% in the area of Pre-Arrival Instructions Compliance on all calls reviewed.
 - Averages 90% in the area of Final Coding Compliance on all calls reviewed.
 - Averages 90% in the area of Overall Compliance on all calls reviewed.
 - May fall below average percentage from above in any one category and still meet expectations.
-

Behavioral Examples and Comments

Rating:

Overall Performance

Goals

1.

2.

3.

Evaluator Signature

Date

Employee Signature

Date

- ☐ I concur with this evaluation and do not request further review.
- ☐ I do not concur with this evaluation and request further review.



Routt County Communications Lead Dispatcher Evaluation

Employee Name:	Rescue, Roger	Supervisor Name:	Pain, Ima
Position Title:	Acting Lead Disp	Shift	D
Position Grade:	8th	Evaluation Period	The 5th of Never

4 Exceeds Expectations - 2 Meets Expectations - 0 Does not meet

JOB KNOWLEDGE			JOB SKILLS			ABILITIES		
	1 F&R Dispatch SOP		1 CAD operation		1. Officer Safety			
4	2 law Dispatch SOP		2 CCIC inquirey		2. Use of Resources			
	3 RCC SOGs	3	3 CCIC Entry	3	3. Analytical skills			
	4 Fire Districts		4 LAW Radio Ops		4. Control of radio			
	5 County Geography		5 F&R Radio Ops	0.5	5. Operation/Care of Equipment			
2	6 SO Patrol areas	1.5	6 EMD Ops		6.Common Sense			
	7 PD Patrol areas		7 Thoroughness		7. Problem Solving			
	8 Radio system		8 Follow Orders		8. Ability to take control			
	9 CAD System		9 Completion of Work					
	10 Phone System		10 Multi-tasking					
	11		11					
3.0		2.3		1.8	SCORE "KSAs"		2.3	

REMARKS:

Job Knowledge

Job Skills:

Job Abilities:

Yolo Emergency Communications Agency
PERFORMANCE EVALUATION
PUBLIC SAFETY DISPATCHER

NAME Click here to enter text.		CLASSIFICATION Click here to enter text.	TYPE OF APPRAISAL Choose an item. Click here to enter text.
HIRE DATE Click here to enter text.	CAD # Click here to enter text.	RATING PERIOD Click here to enter text.	MERIT STEP ADVANCEMENT Choose an item.

<p>RATINGS: B Below Standard M Meets Standard E Exceeds Standard U Unacceptable N/A Not Applicable</p> <p>Sick leave hours earned during rating period: Click here to enter text. Hrs</p> <p>Sick leave hours used during rating period: : Click here to enter text. Hrs</p>	<p>COMMENTS: A “good” employee is one who meets the minimum performance standards and should receive an Acceptable rating. Any Unacceptable or Exceeds rating must be supported with documentation.</p> <p>Rater shall complete the attached performance evaluation form(s).</p>
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<p><u>Rating</u></p> <p>[Choose an item.] I. Call Taking</p> <p>[Choose an item.] II. Data Entry and Retrieval</p> <p>[Choose an item.] III. Safety</p> <p>[Choose an item.] IV. Interpersonal Skills</p> <p>[Choose an item.] V. Work Habits</p>	<p><u>Rating</u></p> <p>[Choose an item.] VI. Equipment Use and Maintenance</p> <p>[Choose an item.] VII. Appearance and Grooming</p> <p>[Choose an item.] VIII. Radio</p> <p>[Choose an item.] IX. Training</p> <p>[Choose an item.] X. Emergency Medical Dispatch (EMD)</p>
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<p><u>Rater</u></p> <p>I have explained this report to the rated employee and attest that the information contained herein is based on my observation and/or knowledge, which represents my best judgment of the employee’s performance.</p>	<p><u>Employee</u></p> <p><input type="checkbox"/> I have discussed this evaluation with rater.</p> <p><input type="checkbox"/> I wish to attach an addendum to this evaluation.</p>
Signature _____ Date _____	Signature _____ Date _____

<u>STANDARDS</u>	<u>PERFORMANCE</u>
<p>I. CALL TAKING</p> <p>A. Answering incoming calls</p> <p>Answers emergency lines by the 2nd ring unless on an emergency call or working a critical event answers non-emergency lines by the 4th ring.</p> <p>Handles fair share of calls within 10% +/- of the average shift/position and workload.</p> <p>Properly refers administrative and/or non-dispatch calls for service.</p> <p>Answers all holding calls as soon as possible</p> <p>Does not let personal activities or calls interfere with job performance.</p>	<p>Click here to enter text.</p>
<p>B. Call Management and Control</p> <p>Takes control, elicits information necessary and appropriate for call per guidelines.</p> <p>Elicits information necessary for responder's safety and effectiveness.</p> <p>Avoids voice intonations, expressions, that erect barriers.</p> <p>Finds ways to calm angry, hostile, or hysterical callers.</p> <p>Keeps callers on the line when necessary.</p>	<p>Click here to enter text.</p>
<p>C. Call CAD Entry</p> <p>Accurately classify and prioritize incidents per call guidelines; enter accurate, pertinent information into the CAD record in a clear, concise manner.</p> <p>Elapsed time from answering call to entering preliminary information on Priority 1 and 2 calls does not exceed an average of 60 seconds. All other calls do not exceed an average of 120 seconds.</p> <p>Understands CAD screen masks, data fields, computer commands, message formats; utilizes same to full potential.</p>	<p>Click here to enter text.</p>

<p>II. DATA ENTRY/RETRIEVAL</p> <ul style="list-style-type: none"> A. Able to accurately enter/retrieve data and interpret responses for a variety of systems including CAD, RMS and CLETS in an efficient and effective manner. B. Avoids errors when entering data, maintains 98% accuracy on CLETS entries. C. Does fair share of CLETS entries. 	<p>Click here to enter text.</p>
<p>III. SAFETY</p> <ul style="list-style-type: none"> A. Avoids conversations, loud background noises and activities which may interfere with safe dispatching and call taking activities. B. Avoids unsafe conduct or actions which could result in accidents; utilizes equipment as directed to promote safe working conditions. C. Takes necessary action to prevent, correct, or report unsafe conditions which are observed. D. Reviews IPOL regularly for outstanding alerts, locates, incidents of interest, policy and procedure updates/changes, organizational bulletins and news. 	<p>Click here to enter text.</p>

<p>IV. INTERPERSONAL SKILLS</p> <p>INTERNAL RELATIONS</p> <ul style="list-style-type: none"> A. Finds constructive ways to handle differences when they arise, and does not allow differences to disrupt their work or the work of others. B. Treats other employees with respect. C. Does not use racial, ethnic, religious, sexual slurs, profanity, verbal abuse, and avoids behavior seen as discourteous, arrogant, unprofessional or apathetic. D. Complies with sexual harassment policy. E. When in disagreement with a policy or decision, employee approaches immediate supervisor in private; proposes a solution; does not complain about things that cannot be changed. F. Does their share of the work so that others do not have to carry an additional load. G. Follows chain of command as directed. H. Promotes teamwork by sharing information with and assisting others. I. Avoids patterns of complaints from others about voice intonations, expressions, response or lack of response which tend to produce unnecessary stress or which tend to become unnecessary barriers to Exchange of needed communication. 	<p>Click here to enter text.</p>
<p>EXTERNAL RELATIONS</p> <ul style="list-style-type: none"> A. Treats others with respect. B. Does not use racial, ethnic, religious, sexual slurs, profanity, verbal abuse, and other behavior seen as discourteous, arrogant, unprofessional or apathetic. C. Shows genuine interest in callers by using appropriate voice intonations; exhibits accepting and empathetic approach; aware of diverse cultures. D. Provides accurate information as appropriate; may refer others to supervisor or appropriate outside agency personnel. E. Shows respect and support of YECA member agencies and their personnel; polite and professional when handling inquiries and answering questions. 	<p>Click here to enter text.</p>

<p>V. WORK HABITS</p> <ul style="list-style-type: none"> A. Arrives on time for work with full uniform and equipment, prepared for duty, in compliance with Agency Internal Operating Procedure (IOP) #313. B. Signs on/off when arriving at or leaving a computer dispatch terminal. C. Briefs on-coming shift of any problems or work that needs to be done. D. Maintains an acceptable attendance pattern. E. Takes breaks and lunch per Agency guidelines. F. Keeps work area neat, clean, free of debris, food and drinks; Cleans and puts away any items used in the employee kitchen/break room. 	<p>Click here to enter text.</p>
<p>VI. EQUIPMENT USE AND MAINTENANCE</p> <ul style="list-style-type: none"> A. Immediately reports damaged or malfunctioning equipment to a Supervisor/DIC; completes Trouble Log/Equipment Repair form as appropriate. B. Returns all equipment to its proper place at the end use or shift. C. Exercises appropriate care in use of equipment and furniture. D. Follows YECA policy regarding food and beverages in the Communications Center. 	<p>Click here to enter text.</p>
<p>VII. APPEARANCE AND GROOMING</p> <ul style="list-style-type: none"> A. Meets or exceeds minimum standards as outlined in YECA uniform and grooming policies. B. Exercises good personal hygiene. 	<p>Click here to enter text.</p>
<p>VIII. RADIO</p> <ul style="list-style-type: none"> A. Follows dispatch policies, procedures and guidelines. B. Calls are dispatched within appropriate time frames based on agency guidelines for incident type and priority; advises patrol or dispatch supervisor of calls pending over the time limit. C. Transmits messages clearly; avoids requests from 	<p>Click here to enter text.</p>

<p>responders to repeat transmissions.</p> <ul style="list-style-type: none"> D. Dispatches calls in a clear, concise manner so as to avoid information errors, omissions which would place responders or citizens in unnecessary danger, or would impair the effectiveness of the public safety response. E. Concentrates on radio traffic from responders so that repeat transmissions do not unnecessarily occur. F. Dispatcher is able to process and document requests in a timely manner. G. Appropriately manages and deploys field responders and equipment; maintains accurate CAD status log. I. Effectively multi-tasks. 	
<p>IX. TRAINING</p> <ul style="list-style-type: none"> A. Willingness to assist with training when requested. B. Provides instruction in a manner to provide the trainee with the necessary knowledge, skills and abilities to be a successful public safety call taker/dispatcher. C. Identifies trainee skill deficiencies and provides appropriate training or requests it through proper channels. D. Completes accurate evaluation forms and other supporting documentation and submits it by the required due date to supervisor. 	<p>Click here to enter text.</p>
<p>X. EMERGENCY MEDICAL DISPATCH (EMD)</p> <ul style="list-style-type: none"> A. Follows basic call taking techniques; asks all Call Entry questions, in correct order. B. Chooses correct Chief Complaint, correctly determines if complaint is medical or trauma. C. Asks/reads all Key Questions as written; shunting to new Chief Complaint card when indicated. D. Starts PAI instructions where indicated in the DLS, and reads cards as written. E. Creates a CAD call prior to providing PDI/DLS or PAI. Provides PDI's when appropriate, possible and necessary. F. Maintains a minimum 70% compliance rating in each of the five sections of evaluation above; and 	<p>Click here to enter text.</p>

- 1) List your accomplishments either individually or as a team member since your last review.
- 2) List areas in which you would benefit from additional development or training.
- 3) List classes or training you have received during this rating period.
- 4) List your goals for the next performance evaluation period.
- 5) State any ideas or suggestions that would enable your position or operation to function more effectively/efficiently and why.
- 6) What can your Supervisor do to help you perform your job better?

Yolo Emergency Communications Agency
PERFORMANCE EVALUATION
Communications Supervisor

NAME Click here to enter text.		CLASSIFICATION Click here to enter text.	TYPE OF APPRAISAL Choose an item. Click here to enter text.
HIRE DATE Click here to enter text.	CAD # Click here to enter text.	RATING PERIOD Click here to enter text.	MERIT STEP ADVANCEMENT Choose an item.

RATINGS: B Below Standard M Meets Standard E Exceeds Standard U Unacceptable N/A Not Applicable		COMMENTS: A “good” employee is one who meets the minimum performance standards and should receive an Acceptable rating. Any Unacceptable or Exceeds rating must be supported with documentation.	
Sick leave hours earned during rating period: Click here to enter text. Hrs Sick leave hours used during rating period: Click here to enter text. Hrs		Rater shall complete the attached performance evaluation form(s).	
<u>Rating</u> [Choose an item.] I. Employee Performance Assurance [Choose an item.] II. Employee Development & Training [Choose an item.] III. Operations [Choose an item.] IV. General Supervision [Choose an item.] V. Teamwork & Internal Relations [Choose an item.] VI. External Relations		<u>Rating</u> [Choose an item.] VII. Administration [Choose an item.] VIII. Emergency Medical Dispatch (EMD) [Choose an item.] IX. Equipment & Maintenance [Choose an item.] X. Safety [Choose an item.] XI. Appearance & Grooming	
<u>Rater</u> I have explained this report to the rated employee and attest that the information contained herein is based on my observation and/or knowledge, which represents my best judgment of the employee’s performance.		<u>Employee</u> <input type="checkbox"/> I have discussed this evaluation with rater. <input type="checkbox"/> I wish to attach an addendum to this evaluation.	
Signature _____ Date _____		Signature _____ Date _____	

<u>STANDARDS</u>	<u>PERFORMANCE</u>
<p>I. EMPLOYEE PERFORMANCE ASSURANCE</p> <p>A. Employees meet performance standards as defined in the Communications Performance Standards and Evaluation Manual.</p> <p>B. If employees fail to meet performance standards as defined in the Communications Performance and Evaluation Manual, the following progressive actions have been taken:</p> <ul style="list-style-type: none"> ▪ Documentation of verbal counseling about the performance deficiency and expectations for improvements; ▪ Documentation of proposed action plan for correcting the deficiency; ▪ Progress reports if appropriate including any remedial training given; ▪ Documentation of improvement to “meets standards”; or in the event standards are still not being met; ▪ Implementation of a formal Performance Improvement Plan (PIP); ▪ PIP Progress reports; If at the conclusion of the PIP, improvement has not been demonstrated and standards are not being met; ▪ Implementation of disciplinary action; <p>C. Provides employees with regular and timely feedback regarding performance, good and bad.</p>	<p>Click here to enter text.</p>
<p>II. EMPLOYEE DEVELOPMENT AND TRAINING</p> <p>A. Communicates with staff to identify individual employee interests and goals.</p> <p>B. Recognizes employee’s individual strengths and supports career related interests.</p> <p>C. Provides or recommends training to develop and enhance employee’s career interests and goals</p> <p>D. Proactively works with employees to enhance skills, knowledge and abilities so that they may meet and exceed all areas of performance standards.</p>	<p>Click here to enter text.</p>

<p>III. OPERATIONS</p> <ul style="list-style-type: none"> A. Meets Call Taking standards as defined in the Communications Performance Standards and Evaluation Manual. B. Meets Data Entry standards as defined in the Communications Performance Standards and Evaluation Manual. C. Begins shift at established time; prepared for assigned duties; appropriately attired; and with necessary equipment, i.e., headset, etc. D. Brief on-coming shift supervisor of any significant incidents, equipment failures or repairs pending, and any other duties or tasks requiring attention. E. Be knowledgeable of police and fire dispatch policies and procedures and monitor employee compliance with same. F. Be knowledgeable of Agency Internal Operating Procedures (IOP), monitor and enforce employee compliance with same. G. Completes fair share of the supervisory workload so as not to burden co-supervisors with additional responsibilities. H. Maintain minimum staffing levels per Agency guidelines; monitor employee activity to assure the effective use of available resources. I. Maintain an acceptable attendance pattern. 	<p>Click here to enter text.</p>
<p>IV. GENERAL SUPERVISION</p> <ul style="list-style-type: none"> A. Demonstrate through actions, conduct and appearance, the Values of the Agency B. Be available to employees to discuss issues and resolve problems. When appropriate, carry employee issues forward to the Communications Manager, accurately reflecting their concerns. C. Actively monitors subordinate employees workload; assigns tasks fairly; delegates based upon skills required to best accomplish the task. D. Praises employee accomplishments openly; reprimand Employees in private. E. Maintains a professional environment for all employees, free of negative comments & behaviors. 	<p>Click here to enter text.</p>

<p>V. TEAMWORK AND INTERNAL RELATIONS</p> <ul style="list-style-type: none"> A. Conducts self in a manner that fosters teamwork and accomplishment of the Agency Mission. B. Maintains confidentiality with co-supervisors and Management staff, sharing information with subordinates and others when appropriate to do so. C. Displays sensitivity and understanding in dealing with concerns of citizens, employees or outside agencies; displays tact and diplomacy without personal bias. D. Maintains a trust relationship with advisory groups, outside agencies, other staff and the public. E. Ability to discipline subordinates as well as accept criticism and suggestions for change and/or improvement in performance. F. Participates actively and constructively in meetings; represents the Agency in a professional manner. G. Notifies the Communications Manager in a timely manner of issues or potential complaints that may arise as a result of personnel matters, operations or policy and procedure violations. H. Works with co-supervisors and Communications Manager to insure consistency in the application of Agency Policies, Procedures and the Communications Performance Standards. I. Works with the Communications Manager to maintain open communications regarding performance, working relationships with co-supervisors and other Agency staff. J. Monitor and enforce compliance with the Agency's policy on discrimination and harassment; does not allow ethnic, religious, sexual, racial slurs or derogatory remarks to be made without taking corrective action. 	<p>Click here to enter text.</p>
<p>VI. EXTERNAL RELATIONS</p> <ul style="list-style-type: none"> A. Conducts self in a manner that promotes good public relations, service and brings credit to the Agency and the public safety agencies that we serve. B. Represents the Agency with good communications skills: verbal, non-verbal and written. C. Maintains professional relationship with member agencies, personnel and the community. 	<p>Click here to enter text.</p>

<p>VII. ADMINISTRATION</p> <ul style="list-style-type: none"> A. Completes employee performance appraisals within required time frames. B. Reports, memorandums and other written communications are professional in format and content, using appropriate grammar and completed with agreed upon time frames. C. Keeps Communications Manager informed of workload and what additional assistance or resources may be needed to accomplish the work. D. Effectively plans and optimizes the use of resources; anticipating needs and opportunities and planning accordingly. E. Plans and projects are clearly defined, organized, researched, implemented and completed within established time frames. 	<p>Click here to enter text.</p>
<p>VIII. EMERGENCY MEDICAL DISPATCH</p> <ul style="list-style-type: none"> A. Complies with the same EMD standards that are defined in the Communications Performance Standards and Evaluation Manual. B. Performs timely reviews of EMD-QA reports with subordinates as defined in Agency Internal Operating Procedures; including providing or scheduling remedial training when necessary. C. Completes required review documentation for the EMD-QA Coordinator as may be required by EMD-QA IOP. 	<p>Click here to enter text.</p>
<p>IX. EQUIPMENT AND MAINTENANCE</p> <ul style="list-style-type: none"> A. Use and maintain equipment in a manner that will promote its good working order and appearance. B. Reviews Equipment Trouble Reports daily; prioritizes and notifies appropriate vendors for repairs; notifies on-coming shift supervisor or DIC of any “open ticket” repairs; ensures trouble report forms are filled out and completed once the problem has been fixed. C. Makes recommendations for equipment upgrades, replacement or purchase. 	<p>Click here to enter text.</p>
<p>X. SAFETY</p> <ul style="list-style-type: none"> A. Practices and encourages safe behavior in order to 	<p>Click here to enter text.</p>

<p>prevent accidents, injury or equipment damage: takes immediate action to correct and/or report unsafe acts and conditions that are observed.</p> <p>B. Complies with Agency policy regarding reporting of accidents, injuries, threats or threatening behavior.</p>	
<p>XI. APPEARANCE AND GROOMING</p> <p>A. Complies with and enforces the Agency Uniform policy.</p> <p>B. Practices appropriate hygiene so as to maintain a clean, well groomed, professional appearance.</p>	Click here to enter text.
<u>PREVIOUS YEAR GOALS</u>	Click here to enter text.
<u>GOALS FOR NEXT REVIEW PERIOD</u>	Click here to enter text.
<u>OTHER</u>	Click here to enter text.

Employee Signature

Date

Evaluator Signature

Date

Manager Signature

Date

Executive Director Signature

Date