

MOBILE, ALABAMA

GENERAL ORDER #35

06/28/2011

SUBJECT: PERFORMANCE EVALUATION

INDEX

- 35.1.1 PERFORMANCE EVALUATION SYSTEM
- 35.1.2 ANNUAL PERFORMANCE EVALUATION
- 35.1.3 EVALUATIONS OF PROBATIONARY EMPLOYEES
- 35.1.4 EVALUATIONS BASED ON RATING PERIOD PERFORMANCE
- 35.1.5 SPECIFIC TIME PERIOD COVERED
- 35.1.6 WRITTEN NOTIFICATION OF UNSATISFACTORY EVALUATIONS
- 35.1.7 SUBSTANTIATION OF *ANNUAL SERVICE RATINGS
- 35.1.8 REVIEW BY RATER'S SUPERVISOR
- 35.1.9 EMPLOYEE COUNSELING AS PART OF EVALUATIONS
- 35.1.10 EMPLOYEE COMMENTS
- 35.1.11 EMPLOYEE TO BE PROVIDED COPY OF EVALUATION
- 35.1.12 APPEAL PROCESS
- 35.1.13 RECORD RETENTION
- 35.1.14 RATER EVALUATION

35.1.1 PERFORMANCE EVALUATION SYSTEM

Service ratings shall be kept for the purpose of measuring the performance of incumbents of positions of the same class or grade, so that a standard of performance may be established; to determine the relative abilities of such incumbents; and to discover those employees who, measured by the performance of their assigned duties, are subject to: (1) promotion; (2) an increase in pay; (3) transfer; (4) a reduction in pay; (5) demotion; or (6) dismissal. Another purpose is to determine in the event of a reduction in personnel, those employees who should be first laid off and the order of reinstatement after layoff. (Personnel Board Rule 12.1)

After consulting with Appointing Authorities and department heads, the Director shall devise a system of service ratings applicable to each class and grade of positions in the Classified Service for the purpose of measuring the ability of incumbents of the various positions. The rating forms shall be designed to show the degree in which each incumbent is qualified to perform the duties of the position he occupies. The following ratings have been established by the Mobile County Personnel Board:

1. Exceptional Job Performance
2. High Quality Job Performance
3. Satisfactory Job Performance
4. Unsatisfactory Job Performance

Rating forms shall be filled out by the employee's immediate supervisor only on an annual basis, and reviewed and signed by the supervisor next in line on the anniversary date of the employee's

appointment to the position the employee occupies and annually thereafter on the same date thereof, and shall be filed with the Director by the respective Appointing Authorities not later than thirty days after the date so fixed; and based on such reports each employee shall be rated by the Director and shall be informed by the Director of his rating. It shall be incumbent upon the supervisor to advise the employee and document deficiencies or changes in performance as they occur during the rating period. The Director shall notify the Appointing Authorities of the service rating of each employee in their respective departments. (Personnel Board Rule 12.2)

Raters have a clear responsibility to conduct evaluations objectively, accurately, and in a positive manner. Raters should:

1. Communicate performance expectations to the employee.
2. Promote employee participation.
3. Evaluate performance for the entire rating period.
4. Keep the evaluation job related.
5. Use descriptive statements to support the evaluation.
6. Plan the interview in advance.
7. Listen to the employee during the interview.
8. Demonstrate a sincere interest in improving the employee's performance and job satisfaction.
9. Use the interview to plan for the future.

The department will train supervisors in the proper use of performance evaluations.

35.1.2 ANNUAL PERFORMANCE EVALUATION

Performance evaluations shall be filled out on an annual basis on the anniversary date of the employee's appointment to the position the employee occupies and annually thereafter on the same date. They shall be filed with the Personnel Board Director not later than thirty days after such anniversary date. (Personnel Board Rule 12.2)

35.1.3 EVALUATIONS OF PROBATIONARY EMPLOYEES

Every appointee to a position in the Classified Service after certification of his name from a promotion list or an employment register shall be tested by a working test while occupying such position. The period of such working test shall commence immediately upon appointment and shall continue for such time, not less than six months as shall be established by the Director. The Director may extend the working test period of any appointee upon the request of the Appointing Authority. The Director's decision shall be in writing and shall be final. If not removed during the working test period or any extension thereof, the employee shall be deemed to have earned permanent status. (Personnel Board Rule 11.1)

Employees on probationary status will be evaluated on a quarterly basis.

35.1.4 EVALUATIONS BASED ON RATING PERIOD PERFORMANCE

Performance evaluations will be based only on employee performance during the rating period and shall be specific to the employee's assignment during the rating period.

35.1.5 SPECIFIC TIME PERIOD COVERED

Performance evaluations shall cover performance observed during the one-year period just prior to the anniversary date of the employee's appointment to the position.

35.1.6 WRITTEN NOTIFICATION OF UNSATISFACTORY EVALUATIONS

Raters will advise an employee in writing when the employee's performance is considered clearly unsatisfactory for the rating period. This notification will ordinarily be made at least 90 days prior to the end of the rating period.

35.1.7 SUBSTANTIATION OF ANNUAL SERVICE RATINGS

Raters will provide explanatory comments supporting any rating of on the Annual Service Rating Report. These comments shall be printed on the back of the Mobile County Personnel Board Annual Service Rating Report and signed by the employee and the rater. Comments should include specific reasons for the rating given. Comments regarding unsatisfactory performance should include suggested actions the employee should take to improve his/her performance. Levels of performance expected, rating criteria and goals for the new reporting period and career counseling relative to advancement, specialized assignments or training shall also be documented in these comments.

35.1.8 REVIEW BY RATER'S SUPERVISOR

Each performance evaluation will be reviewed and signed by the rater's supervisor. **The supervisor will also evaluate the rater regarding the quality of the ratings given to employees. To accomplish this, the rater's supervisor will comment on the quality of the score given to the employee.*

35.1.9 EMPLOYEE COUNSELING AS PART OF EVALUATIONS

The Mobile County Personnel Department makes available copies of job descriptions to assist supervisors in counseling employees with respect to job performance. Levels of performance deemed above or below satisfactory performance are determined by the Mobile Police Department.

Raters will counsel employees at the conclusion of the rating period concerning:

1. Tasks of the position occupied.
2. An assessment of the employee's skills, knowledge, and abilities.
3. An assessment of the employee's goals.
4. Level of performance expected.
5. Rating criteria.
6. The results of the evaluation just completed.
7. Career counseling in regard to promotion opportunities, training, career growth, etc.
8. Methods for improvement

It is expected that additional counseling will occur at any time during the rating period as determined by the rater.

35.1.10 EMPLOYEE PARTICIPATION

Employees should participate fully in the evaluation process to ensure a fair and objective system. Employees will be given the opportunity to review and discuss the completed performance evaluation report during the interview with the rater.

Employees must sign the completed performance evaluation report. The signature does not indicate agreement or disagreement with the report's content. Rather, by signing, the employee indicates he/she has read the report.

The employee may make written comments on the Performance Evaluation Form in the space provided. Additional sheets may be added as required.

35.1.11 EMPLOYEE TO BE PROVIDED COPY OF EVALUATION

Supervisors will provide employees a copy of the completed Performance Evaluation.

35.1.12 APPEAL PROCESS

The Mobile County Personnel Board provides a mechanism whereby service ratings in dispute are reviewed by the immediate supervisor and then by the department head. This review process is a part of the formal grievance procedure and precedes a full hearing before the Mobile County Personnel Board. (Personnel Board Rule 16; GO 25)

35.1.13 RECORD RETENTION

The service ratings of each employee are maintained by the Personnel Board. The rating sheets shall be retained for three years after the rating period, after which they may be destroyed. (Personnel Board Rule 12.3)

35.1.14 RATER EVALUATION

Each performance evaluation will be reviewed and signed by the rater's supervisor. Reviewers should determine whether supervisors are being fair and impartial, that they are engaging in proper and sufficient counseling, and that rating criteria is being applied uniformly. The Chief of Police or his designee will also review evaluations. Supervisors will be held accountable for evaluations deemed improper.

By order of:



Lawrence L. Battiste, IV
Chief of Police