**Geneva Housing Authority**

PERFORMANCE EVALUATION

Maintenance Department – Senior Maintenance Staff

###### **Rating Summary**

Section A – Work Performance \_\_\_\_\_\_\_

64 Maximum Points

Section B – Factors Influencing Performance\_\_\_\_\_\_\_

*40 Maximum Points*

Section C – Quality of Service \_\_\_\_\_\_\_

*48 Maximum Points*

Section D – Other Performance Factors \_\_\_\_\_\_\_

28 Maximum Points

Section E– Supervision Performance \_\_\_\_\_\_\_

*12 Maximum Points*

**TOTAL RATING POINTS**

**192 Maximum Points**

**0 - 95 = Poor Performance**

**96 - 143 = Satisfactory Performance**

**144 - 172 = High Performance**

**173 –192 = Superior Performance**

Employee Information:

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Social Security Number: \_\_\_\_\_\_\_\_\_\_\_\_\_ Current Rate/Salary: $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Hire: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position Service Date:\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Last Evaluation:\_\_\_\_\_\_\_\_\_\_\_\_\_

Evaluation Prepared by:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_& CEO

Date of this Evaluation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reviewed with Employee by: \_\_\_\_\_\_\_\_\_

Date Reviewed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## **Section A. - Work** **Performance *(Maximum Points – 64)***

#### JOB KNOWLEDGE – has a solid understanding of all phases of public housing operations, especially in Maintenance Operations

#### *0 pts. 2 pt. 4 pts. 6 pts. 8 pts*.

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

X

**Personal Accountability –** Understands how their daily responsibilities support and maintain the larger systems. Demonstrates an ability to re-prioritize tasks as unplanned events occur to ensure department goals are ultimately met. Ensures handoffs to others are timely and accurate. Demonstrates an ability to multi-task to ensure department goals are met as planned. Ensures work area is free of clutter; uses only approved electrical/office equipment.

#### *0 pts. 2 pt. 4 pts. 6 pts. 8 pts*.

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

#### DEDICATION/COMMITMENT – Takes steps to ensure that work is completed despite challenging circumstances. Is not hindered by dwindling resources. Displays willingness to “go the extra mile” when necessary.

#### 

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

# **PLANNING / ORGANIZATION –** ability to anticipate and analyze problems; maps effective solutions. Ability to arrange work, prioritizes and plans work activities, and efficiently apply resources.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

#### ADMINISTRATIVE FOLLOW-UP – Has a clear plan for tracking open items and completing them on a timely basis.

Rating \_\_\_\_

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Unacceptable Poor Acceptable Good Excellent

**MAINTENANCE MANAGEMENT –** accurately and concisely reports the maintenance condition; management practices and policies that are designed to maintain a sound long-range condition.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**Resourcefulness / Results -** Uses equipment, resources and work time in an efficient and effective manner. Reports waste or inefficiencies to immediate supervisor. Brings improvement solutions to immediate supervisor for discussion.

Rating \_\_\_\_

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Unacceptable Poor Acceptable Good Excellent

**Completing work tasks -** Consistently completes assigned work completely, accurately, neatly, and on time.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**Comments**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

##### **Section B. – Factors Influencing Performance *(Maximum Points – 40)***

**ADAPTABLE & RESILIENT** – responds positively to a changing workplace and changing local conditions; does not hold fast to the status quo. Energy and motivation maintained in spite of constant demands; handles stress well.

Rating \_\_\_\_

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Unacceptable Poor Acceptable Good Excellent

#### PHYSICAL ABILITY – is capable of performing the duties as required.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

#### PUNCTUALITY & ATTENDANCE – Measure of the employee’s overall attendance

#### and punctuality over the period being assessed.

Rating \_\_\_\_

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Unacceptable Poor Acceptable Good Excellent

**TIMING –** makes decisions when sufficient information is available, implements action when appropriate.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

#### CONFLICT RESOLUTION – ability to defuse difficult situations and present a fair resolution.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**ACCEPTS DIRECTION –** aggressively responds to the direction of the Supervisor; not sidetracked by the subordinate staff but recognizes their concerns.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**ETHICAL –** conforms to the high standards of the profession; knows, follows and promotes the Code of Ethics of a Public Housing Authority .

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

#### SENSITIVITY – listens and understands the position and circumstances of others; communicates that understanding.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**time management –** practices good time management.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**ORGANIZATIONAL SKILLS –** Maintains good organization within workspace and in work habits.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**Comments**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

###### **Section C. – Quality of Services *(Maximum Points – 48)***

**QUALITY OF HOUSING AUTHORITY SERVICES –** how well do the direct services provided meet the need of the Housing Authority.

**TOOL AND EQUIPMENT USE AND CARE** – appropriately uses tools and equipment in a safe and competent manner, performs routine maintenance and cleaning to insure proper functionality and safety.

#### *0 pts. 2 pts. 4 pts. 6 pts. 8 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**QUALITY OF WORK ORDER COMPLETION** – work is completed in a competent manner utilizing proper practices, reducing or eliminating the need to return and is acceptable given available resources.

#### *0 pts. 2 pts. 4 pts. 6 pts. 8 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**TIMELY WORK ORDER COMPLETION** – work is completed in a timely manner considering what is reasonable for the assigned task

Rating \_\_\_\_

#### *0 pts. 2 pts. 4 pts. 6 pts. 8 pts*

Unacceptable Poor Acceptable Good Excellent

**VACANT UNIT TURNAROUND** – consistent quality approach is applied to all vacant unit work in preparation for a new resident

#### *0 pts. 2 pts. 4 pts. 6 pts. 8 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**PHAS** **as TEAM** – Public Housing Assessment System overall scoring. Rating in this area is based on annual PHAS scoring obtained from HUD. (team effort)

Rating \_\_\_\_

#### *0 pts. 4 pts. 8 pts*

Troubled Status Standard Performer High Performer

**OVERALL QUALITY OF WORK** – overall quality of work meets the expected standard.

#### *0 pts. 2 pts. 4 pts. 6 pts. 8 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**Comments**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### **Section D. – Other Performance Factors *(Maximum Points – 28)***

#### CREATIVITY – ability to offer improvements of methods, rules & policies, etc. by new ideas.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**HONEST-FAIR –** consistently open and straightforward; impartial.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**COMMUNICATION WITH CONTRACTORS/VENDORS –** carries good relations with Contractors or Vendors insuring quality service/pricing.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**COMMUNICATIONS WITH THE PUBLIC, RESIDENTS, PARTICIPANTS & LANDLORDS –** carries out good public relations.Interacts appropriately with customers and the general public. Treats both with respect.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

#### PROFESSIONAL DEVELOPMENT/Continuous Learning – takes action to acquire new knowledge and skills; encourages employees to do the same. Accepts feedback to improve personal performance. Accepts new tasks in a positive manner.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**TEAMWORK - Interaction with Other sTAFF / Communication -** Assists others as needed to ensure departmental processes and procedures are performed appropriately. Listens carefully to understand; asks questions to clarify. Works well as part of a team valuing others’ differing perspectives**-** Maintains good relations with co-workers. Understands and promotes the need for teamwork

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**GHA’S MISSION -** Maintains a positive attitude in regard to the mission of the Housing Authority and the population served. Understands and accepts the Housing Authority’s mission, and refrains from negativity in conducting daily tasks.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**Comments**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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### **Section E. – Supervisory Performance *(Maximum Points – 12****)*

**LEADERSHIP –** establishment of personnel team effort toward common objectives.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**SUBORDINATE SUPERVISION / DELEGATION –** builds and motivates a team, provides direction, monitors and adjusts performance as necessary. Effectively assigns work to others and builds their skills.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

#### COMMUNICATIONS WITH EMPLOYEES – provides sufficient information to keep the employees productive, motivated and part of the team; understands their concerns.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**Comments**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Section F. – Overall Evaluation

**Major strengths:**

**Major weaknesses**

**Past Objectives & Accomplishments:**

**Future Objectives:**

**Employee’s Comments:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Employee’s Signature* *Chief Executive Officer*

*Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Director of Housing Operations*

*Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*