

Town of Blowing Rock

Request for Council Action

FROM: Council Sub-committee: Jim Steele, Sue Sweeting and Charlie Sellers
SUBJECT: Manager Evaluation Draft
TO: Mayor and Council
DATE: September 11, 2018
REQUESTED BY: Council

Public Hearing Yes No Not required NA
Properly Advertised Yes No Not required NA

BACKGROUND:

Council decided to develop a Manager Evaluation form to be able to adequately evaluate the Town Manager. A Sub-committee consisting of Council Members Steele and Sweeting and Mayor Sellers, were tasked with creating the form. Council reviewed, discussed, and revised the document at the August 14th Council Meeting. Council asked to review the document again at the September meeting.

ATTACHMENTS: The Manager Evaluation Form

STAFF RECOMMENDATION:

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

Total _____ **divided by 5 =** _____

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

Total _____ divided by 5 = _____

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

Total _____ divided by 5 = _____

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

Total _____ divided by 5 = _____

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

Total _____ divided by 5 = _____

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

Total _____ divided by 5 = _____

7. FISCAL MANAGEMENT

- ___ Prepares a 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

Total _____ divided by 5 = _____

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? _____

Grand Total Points: _____

- 35 - 29 points = Excellent and always exceeds**
- 28 - 22 points = Above average**
- 21 - 15 points = Average**
- 14 and below = Below average**