

Rating Scale Descriptions and Explanations

Exceeds Expectations (3):

- **All 3 ratings must be substantiated by specific examples of what the employee has done that exceeds expectations.**
- Performance is notably superior and demonstrates exceptionally high ability in greatly exceeding established job performance expectations. Employee's level of work and initiatives significantly advance and improve the work flow of the department and the County's interests. In additions, employee makes major contributions or had major achievements in the areas of quality service, efficiency, and mastery of knowledge and skills, and may be recognized beyond work group for contributions. Employee's performance consistently exceeds job performance expectations, demonstrating work efforts and abilities that are clearly above the expectations for the position. The employee serves as an example to other employees.
- **Meets Expectations (2):**
 - **A 2 rating is a good rating and means an employee is doing what is expected of them.**
 - Employee consistently meets and may sometimes exceed job performance expectations and is consistently receptive and responsive to the instructions of the supervisor/manager. Tasks are completed on time, successfully and proficiently. Employee's performance fully meets the expectations for the position.
- **Opportunity for Improvement (1):**
 - **All 1 ratings must include details regarding the opportunities for improvement.**
 - Employee's performance may generally meet job performance expectations but occasionally falls below what is required. May achieve results in some areas and may need development in one or more areas; performance is inconsistent, below the expectations for the position, and may negatively impact coworkers. The employee's acceptance and response to instruction from the supervisor/manager is inconsistent and/or incomplete. May indicate that the employee is new to the job and/or additional effort is needed to improve performance.
- **Requires Substantial Improvement (0):**
 - **All 0 ratings must include specific information which led to the rating.**
 - Employee does not perform, or make reasonable efforts to achieve job performance expectations. Employee's performance has not shown sufficient improvements. Employee repeatedly makes errors, does not typically respond positively to instructions, and fails to get the job done. Employee's performance does not meet minimum performance levels.
 - Failure to improve could result in disciplinary action, up to and including termination of employment

County Values Descriptions/Examples of Meeting Expectations

- **Integrity:** Demonstrates honest and ethical conduct through all actions; speaks positively about the County and coworkers; does not engage in gossip and rumors; maintains confidentiality; is respectful; responds to and meets commitments to supervisor/manager, peers, and coworkers; demonstrates an understanding and respect of individual differences; acts with integrity; controls anger and impatience; is polite, helpful and courteous; maintains a professional image with the public, customers, management and coworkers.
- **Accountability:** Upholds all standards, policies, procedures, and regulations; accepts responsibility for one's own actions; improves and learns from mistakes; gets the most out of limited resources, works within budget, and identifies cost effective ways to get work accomplished; tracks completed work to ensure output meets accuracy and timeliness standards.
- **Customer Service:** Personally provides efficient and effective services to internal/external customers; knows and understands each customer's needs; uses knowledge to anticipate problems and identify barriers to exceptional service; handles complaints and follows up to ensure satisfaction.
- **Leadership:** Upholds the tone and directions for success; contributes to the success of the department/division/County by working towards goals and objectives and successfully meeting performance expectations.
- **Communication:** Politely and professionally gives consistent, timely, and accurate information; finds answers when unsure; expresses ideas clearly and concisely; ensures open dialogue through proactive listening and sharing of information; respects differences of opinion and seeks first to understand before offering own opinion.
- **Teamwork:** Offers to help out and cooperates with peers/coworkers; works cooperatively with employees in other departments/divisions; participates in meetings; builds relationships with others as valuable resources.