

This is an example of a  
General Pay Plan evaluation  
template from Oracle.

# EMPLOYEE NAME

Jan 2023 - Dec 2023 City Annual Evaluation - AFSCME

01/01/2023 to 12/31/2023

Document Status In progress

Evaluated By MANAGER NAME

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## Employment Details

Position EXAMPLE POSITION  
Location EXAMPLE LOCATION

Job EXAMPLE JOB

Department EXAMPLE

Manager MANAGER NAME

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## Overall Summary

	Worker	Manager
Overall Rating		
Comments		

## Performance Goals

	Worker	Manager
Section Rating		

Actively promotes a safe work environment PERFORMANCE GOAL #1 EXAMPLE

Description Actively promotes a safe work environment by immediately reporting incidents, injuries, vehicle accidents, property damage, as well as near misses and other hazards and engaging in at least one (1) safety-related process improvement quarterly.

Success Criteria

Start Date 01/01/2023

Priority

Status Not started Completion Percentage  
 Target Completion Date 12/31/2023  
 Level Category  
 Related Link  
 Comments  
 Weight 50 %

	Worker	Manager
Performance Rating		
Comments		

**Maintains overall customer service satisfaction PERFORMANCE GOAL #2 EXAMPLE**

Description Maintains overall customer service satisfaction (based on divisional survey) at a minimum of 80 percent by answering calls promptly (within 3 rings); keeping residents informed of their account status; exchanging information accurately, efficiently, and professionally with zero valid complaints from the other party.

Success Criteria

Start Date 01/01/2023 Priority  
 Status Not started Completion Percentage  
 Target Completion Date 12/31/2023  
 Level Category  
 Related Link  
 Comments  
 Weight 50 %

	Worker	Manager
Performance Rating		
Comments		

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## Competencies

	Worker	Manager
Section Rating		

Conduct COMPETENCY #1 - Refer to attached definition.

	Worker	Manager
Performance Rating		
Comments		

Customer Centric COMPETENCY #2 - Refer to attached definition.

	Worker	Manager
Performance Rating		
Comments		

Execution and Results COMPETENCY #3 - Refer to attached definition.

	Worker	Manager
Performance Rating		
Comments		

Safety COMPETENCY #4 - Refer to attached definition.

	Worker	Manager
Performance Rating		
Comments		

Teamwork / Team Oriented COMPETENCY #5 - Refer to attached definition.

	Worker	Manager
Performance Rating		
Comments		

Workplace Standards COMPETENCY #6 - Refer to attached definition.

	Worker	Manager
Performance Rating		
Comments		

## Development Goals

Development goals will be listed here. These goals are not rated.

	Worker	Manager
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## Questionnaire

MANAGER NAME

EMPLOYEE NAME

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## Manager Final Feedback

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### Signatures

Worker \_\_\_\_\_ Date \_\_\_\_\_  
Manager \_\_\_\_\_ Date \_\_\_\_\_



## General Pay Plan Competencies

**Execution and Results:** (1) Sets well-defined and realistic goals and high standards of performance for self or self and others; (2) displays a high level of initiative, effort, and commitment toward performing work; (3) completes assignments in a thorough, accurate, and timely manner, and delivers results; (4) works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior; (5) demonstrates understanding of all aspects of the job (as specified on the approved job description) and application of accrued knowledge in carrying out duties and responsibilities; technical knowledge; skill in the techniques, equipment, procedures, and work required.

**Conduct:** (1) Conducts oneself with the utmost integrity and professionalism; (2) demonstrates humility; (3) encourages people to share their perspectives, ideas, and opinions; (4) makes decisions based on a sense of shared purpose; (5) takes responsibility for actions and decisions; (6) resilient; (7) leans in to challenges and problems with creative solutions; (8) speaks up and challenges the status quo; (9) relies on the character, ability, strength, truth, and transparency of others and the organization.

**Teamwork/Team Oriented:** (1) Recognizes, values, and leverages the ideas, opinions, and perspectives of others; (2) participates willingly and effectively as a team lead or team member; (3) builds consensus; fosters team commitment, spirit, pride, and trust; (4) collaborates with others to accomplish goals and objectives and achieve results; (5) expresses facts, ideas, messages, and information (technical and non-technical) to individuals or groups clearly, concisely, accurately, understandably, with honesty, tact, and diplomacy and in a manner that is appropriate for the intended audience; (6) actively listens, clarifies information as needed.

**Customer Centric:** (1) Demonstrates commitment to public service; (2) serves and satisfies internal and external customers in a timely and effective manner; (3) establishes, commits to, and maintains high standards for producing quality work products and being responsive to customers; (4) supports the Department/City's mission; develops and executes strategies with the customer in mind.

**Safety:** (1) Complies with all safety policies and practices; (2) promotes a safe work environment; (3) participates in safety meetings; current on completion of safety trainings.

**Workplace Standards:** (1) Takes meal periods and breaks according to policy; (2) ensures sick leave usage does not negatively impact productivity of work unit; (3) notifies supervisor of unscheduled absences; (4) accepts suggestions and supervision with a positive approach; (5) completes work timely and correctly.