

# INTERNATIONAL CITY MANAGER'S ASSOCIATION MANAGER EVALUATION

This form should be completed by each member of the governing body to evaluate the manager/administrator's performance in each of the areas noted below. Performance levels should be noted, based on the following scale:

- 1 = Poor (rarely meets expectations)
- 2 = Below average (usually does not meet expectations)
- 3 = Satisfactory (meets performance expectations)
- 4 = Above average (generally exceeds performance expectations)
- 5 = Excellent (almost always exceeds expectations & performs at a high standard)

Each member of the governing body should sign the form and forward completed evaluations to:

\_\_\_\_\_ .

Evaluation Period: \_\_\_\_\_ to \_\_\_\_\_

## 1. PERSONAL

\_\_\_\_\_ Invests sufficient effort toward being diligent and thorough in the discharge of duties.

\_\_\_\_\_ Exercises good judgment.

Manager/administrator is enthusiastic, cooperative, and willing to adapt.

Manager/administrator is a "self-starter," and possesses the necessary mental and physical stamina.

\_\_\_\_\_ Composure, appearance, and attitude and fitting for an individual in this executive position. This person is able to separate personal feelings from the advancement of the organization's interests.

Average score personal

## 2. PROFESSIONAL SKILLS AND STATUS

\_\_\_\_\_ Knowledgeable of current developments affecting the local government management field.

\_\_\_\_\_ Respected in the management profession.

\_\_\_\_\_ Demonstrates a capacity for innovation and creativity.

\_\_\_\_\_ Anticipates problems and develops effective approaches for solving them.

\_\_\_\_\_ Willing to try new ideas proposed by the Town Council and/or staff.

\_\_\_\_\_ Average score professional skills and status

### **3. RELATIONS WITH ELECTED MEMBERS OF THE GOVERNING BODY**

\_\_\_\_\_ Carries out the directives of the governing body as a whole, rather than those of any one member of the council.

\_\_\_\_\_ Assists governing body members to resolve problems at the administrative level in a manner that avoids unnecessary council action.

\_\_\_\_\_ Assists the governing body in establishing policy, while acknowledging the ultimate authority of the council.

\_\_\_\_\_ Responds to requests for information or assistance by the governing body.

\_\_\_\_\_ Informs the governing body of current issues and administrative developments in a timely manner.

\_\_\_\_\_ Receptive to constructive criticism and advice.

\_\_\_\_\_ Information is disseminated equally and completely to members of the governing body.

\_\_\_\_\_ Average score relations with elected members of the governing body

### **4. POLICY EXECUTION**

\_\_\_\_\_ Implements governing body actions in accordance with the intent of the council.

\_\_\_\_\_ Supports the actions of the governing body after a decision has been reached, both inside and outside the organization.

\_\_\_\_\_ Understands the local government's laws, policies, and ordinances.

\_\_\_\_\_ Enforces the local government's policies and ordinances.

\_\_\_\_\_ Offers workable alternatives to the governing body for changes in law or policy when an existing policy or ordinance is impractical.

\_\_\_\_\_ Average score policy execution

### **5. REPORTING**

\_\_\_\_\_ Provides the governing body with reports concerning matters of importance to the local government.

\_\_\_\_\_ Reports produced by the manager/administrator are accurate, comprehensive, concise and written to their intended audience.

\_\_\_\_\_ Prepares a sound agenda.

\_\_\_\_\_ Documentation produced by the chief administrative officer's office conveys the impression that most of the affairs of the organization are fully open to public scrutiny.

\_\_\_\_\_ Average score reporting

## **6. CITIZEN RELATIONS**

\_\_\_\_\_ Responsive to complaints from citizens.

\_\_\_\_\_ Displays and is dedicated to the community and its citizens.

\_\_\_\_\_ Skillful in dealing with the news media, avoiding partisan political positions.

\_\_\_\_\_ Has the capacity to listen to others and to recognize their interests and works well with others.

\_\_\_\_\_ Willing to meet with members of the community to discuss their concerns.

\_\_\_\_\_ Generally, citizens satisfied with city services.

\_\_\_\_\_ Average score citizen relations

## **7. STAFFING**

\_\_\_\_\_ Recruits and retains competent personnel for staff positions.

\_\_\_\_\_ Accurately informed and concerned about employee relations.

\_\_\_\_\_ Professionally administers the government's personnel system.

\_\_\_\_\_ Average score staffing

## **8. SUPERVISION**

\_\_\_\_\_ Empowers department managers to make decisions within their own jurisdictions and divisions yet maintains general control of operations.

\_\_\_\_\_ Instills confidence and initiative in subordinates and emphasizes supportive rather than restrictive controls for their programs.

\_\_\_\_\_ Has developed a friendly and informal relationship with the staff and work force as a whole.

\_\_\_\_\_ Evaluates personnel periodically and points out management weaknesses and strengths. Manages and evaluates key personnel primarily by setting performance goals and objectives, and then assesses progress toward goals and objectives at least annually.

\_\_\_\_\_ The organization's staff works as a team and seeks ways to be innovative and oriented toward effective problem-solving.

\_\_\_\_\_ Delegate's responsibility effectively and provides the right amount of communication to staff during the course of the year.

\_\_\_\_\_ The manager/administrator properly controls the organization's operational and functional activities and motivates others to maximum performance.

\_\_\_\_\_ Average score supervision

## **9. FISCAL MANAGEMENT**

\_\_\_\_\_ Prepares a budget to provide services at a level directed by the governing body.

\_\_\_\_\_ Makes the best possible use of available funds, conscious of the need to operate the local government efficiently and effectively.

\_\_\_\_\_ The prepared/recommended budget is in an intelligent and accessible format.

\_\_\_\_\_ Possesses awareness of the importance of financial planning and accounting controls.

\_\_\_\_\_ Average score fiscal management

## **10. COMMUNITY**

\_\_\_\_\_ Cooperates with neighboring communities.

\_\_\_\_\_ The manager/administrator helps the council address future needs and develops adequate plans anticipating long-term trends.

\_\_\_\_\_ Cooperates with other local governments, state, and federal government.

\_\_\_\_\_ Cooperates with other governmental units in the region such as the school district, regional and special purposes governments.

\_\_\_\_\_ Average score community

## NARRATIVE EVALUATION

**11.** What would you identify as the manager/administrator's strengths, expressed in terms of the principal results achieved during the evaluation period?

**12.** What performance areas would you identify as needing improvement? Why?  
What constructive, positive suggestions can you offer the manager/administrator to enhance performance?

13. Other Comments?

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## SCORING

Total score from the values assigned to statements in categories 1-10:

Total # = \_\_\_\_\_ divided by 50 (or the actual # of questions used) = \_\_\_\_\_ avg.

Strongest category of ten groups above (by average score): \_\_\_\_\_

Weakest category of ten groups above (by average score): \_\_\_\_\_

Agreed-upon goals and objectives for new evaluation period:

Signature \_\_\_\_\_

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