

# Clerk of Superior Court Employee Performance Evaluation

**Employee Name:** \_\_\_\_\_ **Supervisor Name:** \_\_\_\_\_

**Employee Title:** \_\_\_\_\_ **Date of Evaluation:** \_\_\_\_\_

## GENERAL INSTRUCTIONS

Performance management is a continuously shared communication process focusing on the individual development of each employee. It is a cycle with expectations communicated at the beginning of the year and a formal evaluation of the employee's performance at the end of the year. However, ongoing communication and coaching are the key components of the process.

Carefully evaluate the employee's work performance in relation to the key job responsibilities and performance standards of the job. Assign points for each rating within the scale and write that number in the corresponding rating area. Points will be totaled and averaged for an overall performance score. Indicate N/A if not applicable and do not count in the overall score.

There shall be at least a formal year-end performance evaluation meeting. The employee's performance of key job responsibilities will be evaluated based on the rating categories listed below.

The first pages of this form are intended to be kept for use by the supervisor and/or employee. Please submit the last page (evaluation summary) to the NCAOC Human Resources Division.

## PERFORMANCE RATINGS

**(3) Exceeds Expectations:** Performance consistently exceeds documented expectations and measurements. The employee consistently does work going far beyond what is expected in terms such as quantity, quality, timeliness, cost, and customer satisfaction. Performance that "Exceeds Expectations" is due to the effort and skills of the employee. Performance is consistently characterized by exceptionally high quality work that requires little or no improvements or corrections. An employee at this level repeatedly makes exceptional or unique contributions to the organization that are above the requirements of his/her duties and responsibilities. An employee performing at this level should be readily recognized by their organization as an outstanding contributor to the organization's mission.

**(2) Meets Expectations:** Performance consistently meets and occasionally exceeds the defined job expectations and measurements. The employee performs according to expectations. The employee does the job at the level expected for this position and consistently meets what is expected in terms such as quantity, quality, timeliness, cost, and customer satisfaction. The performance is due to the employee's own effort and skills. An employee performing at this level is dependable and makes valuable contributions to the organization. His/her judgments are sound, and he/she demonstrates knowledge and mastery of duties and responsibilities. Most employees should meet expectations in a functional, performing work unit.

**(1) Does Not Meet Expectations:** Performance does not meet job expectations and measurements and supervisory attempts to encourage performance improvement are unsuccessful. The employee is performing the job at an unacceptable level in terms such as quantity, quality, timeliness, cost, and customer satisfaction, and performance improvement counseling by the manager/supervisor has not resulted in adequate employee performance improvement. Managers/supervisors are required to continue addressing performance issues with an employee with this rating level, documenting management efforts to encourage acceptable performance, and documenting subsequent results on a Performance Improvement Plan. Performance counseling sessions should be guided by next-level management and/or HR, and may result in disciplinary consequences for the employee who fails to demonstrate improvement.

## PERFORMANCE FACTORS

Please supply supportive details or comments for each factor.

**1. Work Quality**

**Rating ( )**

The accuracy, thoroughness, and acceptability of work performed.

**2. Productivity Rating**

**Rating ( )**

The extent to which the employee efficiently produces volume of work in a specified period of time.

**3. Job Knowledge**

**Rating ( )**

The extent to which the employee possesses the practical and technical skills and knowledge required on the job.

**4. Judgment**

**Rating ( )**

The ability to make sound decisions.

**5. Reliability**

**Rating ( )**

The extent to which the employee can be relied upon regarding task completion and follow-up.

**6. Initiative and Work Habits**

**Rating ( )**

The ability to be a self-starter. Efficiently organizes duties. Completes assignments on schedule. Shows resourcefulness and works with little or no supervision.

**7. Communication and Customer Service**

**Rating ( )**

The ability to effectively convey thoughts, ideas, and necessary information to others. Demonstrates courtesy and effectiveness in dealing with job related internal and external customers and co-workers. Displays an overall professional and positive attitude. Shows continued focus on customer satisfaction for internal and external customers.

**8. Teamwork**

**Rating ( )**

The ability to work well with co-workers, management, internal and external customers.

**9. Attendance**

**Rating ( )**

The extent to which employee is punctual, observes prescribed work/breaks/lunch periods, and has acceptable overall attendance. *(Acceptable in this case means does not abuse the call off/sick time policy.)*

**10. Adherence to Policy**

**Rating ( )**

The extent to which employee follows good conduct rules and regulations and adheres to organizational policies.

**11. Supervision and Leadership**

Rating ( )

The ability to effectively influence the work of others in order to meet goals and objectives.

**PERFORMANCE DEVELOPMENT**

**1. Accomplishments or new abilities demonstrated since last review:**

**2. Specific areas of improvement:** *(if applicable)*

**3. Action plan for continued growth:** *(please be specific)*

**PERFORMANCE RATING**

The total points divided by the number of performance factors not listed as N/A. The overall rating entered into BEACON will be rounded to the nearest whole number.

**Employee's Overall Performance Rating:** \_\_\_\_\_

**SUPERVISOR SIGNATURE**

This report is based on my observations, knowledge of the employee's performance, and review of applicable information. It represents my best judgment of the employee's performance.

Date	Name Of Supervisor (type or print)	Signature Of Supervisor
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**EMPLOYEE SIGNATURE**

I acknowledge that I have received a copy of this evaluation. I have had an opportunity to discuss it with my supervisor and the Clerk of Superior Court. I understand that I may offer my comments below:

Date	Name Of Employee (type or print)	Signature Of Employee
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**CONFIDENTIAL**

**STATE OF NORTH CAROLINA  
JUDICIAL BRANCH OF GOVERNMENT  
HUMAN RESOURCES DIVISION**

**CSC EMPLOYEE PERFORMANCE  
EVALUATION SUMMARY  
(ASSISTANT CLERK - DEPUTY CLERK -  
DEPUTY CLERK/BOOKKEEPER)**

**INSTRUCTIONS:** Complete and forward this Performance Evaluation Summary form to the NCAOC, Human Resources Division, Courier Box 56-10-50, Raleigh, NC 27602 or if courier is not available, mail to P.O. Box 2448, Raleigh, NC 27602.

Name Of Employee (First, MI, Last)	Personnel No.	Employee Classification Title	County
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Area Of Work <input type="checkbox"/> Administrative <input type="checkbox"/> Bookkeeping <input type="checkbox"/> Cashier <input type="checkbox"/> Civil <input type="checkbox"/> Criminal <input type="checkbox"/> Estates <input type="checkbox"/> Juvenile <input type="checkbox"/> Special Proceedings <input type="checkbox"/> Other: _____	Supervisory Position? <input type="checkbox"/> Yes <input type="checkbox"/> No
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Name Of Evaluating Supervisor	Title Of Evaluating Supervisor	Name Of Hiring Authority
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**PERFORMANCE AREA RATINGS:**  
**3 - Exceeds Expectations    2 - Meets Expectations    1 - Does Not Meet Expectations**

**PERFORMANCE**

Performance Factors:	Rating
1. Work Quality	
2. Productivity	
3. Job Knowledge	
4. Judgment	
5. Reliability	
6. Initiative and Work Habits	
7. Communication and Customer Service	
8. Teamwork	
9. Attendance	
10. Adherence to Policy	
11. Supervision and Leadership	

Rating Period Ending Date _____	<b>OVERALL RATING</b> (average of performance area ratings) 
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**SMART GOALS (Specific - Measurable - Attainable - Relevant - Timely)**

**COMMENTS**

Use this space for examples of work behaviors that support your rating or any other comments you wish to make about employee performance or career plans.

**CERTIFICATION**

I, the undersigned employee, certify that this performance appraisal has been discussed with me and I have been given the opportunity to comment in writing. I understand that my signature does not constitute agreement.

Date	Signature Of Employee
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Date	Signature Of Evaluating Supervisor
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Date	Signature Of Hiring Authority
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