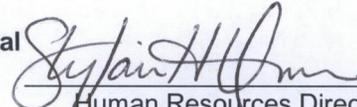


City of Riverside, California  
Human Resources Policy and Procedure Manual

Approved:

  
Human Resources Director

  
City Manager

Number: IV-1 Effective Date: 02/18

**SUBJECT: EMPLOYEE PERFORMANCE EVALUATION (NON-SWORN)**

**PURPOSE:**

To provide a means for discussing, planning and reviewing the performance of an employee. Regular performance evaluations improve communication and employee engagement; help employees clearly define and understand their duties and responsibilities; document accomplishments during the rating period; suggest areas in which employees can improve performance; provide information for career development and training; help set goals and expectations for the next rating period; and provide a basis for awarding merit or step increases.

**POLICY:**

All full- and part-time regular (non-sworn) employees shall have their job performance evaluated on an annual basis. This policy does not preclude the Department from conducting more frequent evaluations as needed to document significant changes in performance or as provided for in a Memorandum of Understanding. For further information, see the Performance Appraisal Guide available on the Human Resources Intranet Site.

**RESPONSIBILITIES:**

Each Department is responsible for the timely assessment of the performance and contribution of their employees. The Human Resources Department will coordinate, track and report on the completion of annual performance evaluations; provide annual training to managers and supervisors on conducting effective performance evaluations; and will maintain a copy of each evaluation in the employee's official personnel file. The Human Resources Department will provide a compliance report to the City Manager's Office by September 30 of each year.

**STANDARDS:**

Each supervisor is responsible for developing a clear description of the duties, responsibilities, goals and expectations for each position to be evaluated. The duties and responsibilities must be consistent with the job description for each position. The goals and expectations should be aligned with the strategic goals, mission and vision of

the Department.

The goals and expectations shall be provided to the employee prior to being evaluated against them.

**PREPARATION OF EVALUATIONS:**

All employees shall have their job performance evaluated by their immediate supervisor on an annual basis. Interim evaluations may be completed as necessary to effectively document employee performance.

1. Annual Evaluation - All employees in regular (non-sworn) positions will have their performance evaluated at the end of each fiscal year. Supervisors shall begin the evaluation process July 1, or the next business day, for the preceding twelve-month period. All Annual Evaluations must be completed by August 31. For employees in regular part-time positions, up to two (2) annual evaluations may be required before eligibility for a merit increase.

a. Regular Merit Increase - Under the provisions of Human Resources Policy II-3, Section 5 – Salary Plan Administration, salary advancement within the salary range occurs with satisfactory job performance (rated overall “3” or higher) and after completion of twelve months, or 2080 hours of service (unless otherwise specified in their applicable Memorandum of Understanding). The immediate supervisor shall indicate on the Performance Evaluation Form when an eligible employee is recommended for a regular merit increase.

When an employee’s merit eligibility date does not coincide with the annual performance evaluation, the determination to grant a merit increase shall be made based on the employee’s overall performance rating on the most recent documented performance evaluation provided the evaluation was conducted in the preceding 12-month period from the merit eligibility date.

Employees receiving an overall “2” rating or lower are not eligible to receive a merit increase.

b. Special Merit Increase - Under the provisions of Human Resources Policy II-3, Section 5 – Salary Plan Administration, an employee may be awarded one or more salary step increases within the salary range for his/her job class prior to completion of the required time in the current step for outstanding service. Special merit increases may not be granted during a probationary period.

Employees in non-represented job classifications that have a merit range above the regular maximum range may also be eligible for a special merit increase and placement into the merit range for outstanding performance.

The immediate supervisor may indicate on the Performance Evaluation

Form when an eligible employee is recommended for a special merit increase. For further information, see the Merit Range Guidelines available on the Human Resources Intranet Site.

2. Unsatisfactory Job Performance - When an employee receives an overall rating of "2" or lower, the unsatisfactory performance evaluation must include a specific description of the unsatisfactory performance, behavior, conduct, or actions that are found to be below standard. Departments are responsible for developing a Performance Improvement Plan (PIP) to identify the various ways the employee can improve their performance and be successful in achieving their assigned objectives. A PIP should include an understanding of goals, expectations and performance standards. The performance standards should reference the quantity and quality of work, the manner in which service is rendered, and such characteristics as shall measure the employee's job performance. For further information, see the Performance Improvement Plan Guidelines available on the Human Resources Intranet Site.
3. Interim Evaluation - Interim or supplemental evaluations may be initiated by a supervisor whenever the supervisor believes it to be in the best interest of the employee, supervisor, or department to do so. This type of evaluation is usually made whenever an employee's performance and/or work conduct has markedly changed since a previous evaluation or whenever an employee has failed to improve after a previous less than satisfactory evaluation, counseling or training.
4. Probationary Evaluation - Probationary evaluations are required at designated times during the probationary period. Upon completion of the probationary period, employees shall transition to the regular annual evaluation period. The probationary evaluation is distinguished from the annual or interim evaluation in that the immediate supervisor determines whether the employee has the skills and other qualifications needed to perform satisfactorily. The immediate supervisor shall indicate on the Performance Evaluation Form if a probationary employee is recommended to complete probation or if an extension of the probationary period is necessary. The extension of the probationary period must be accompanied by a PIP. This structured PIP should run concurrently with the extension period. An overall rating of "1" or "Unsatisfactory" may result in termination of employment. For further information, see Human Resources Policy I-5 – Probation and Probationary Periods.

All performance evaluations shall be recorded on the City Performance Evaluation form. Supplemental explanatory pages may be added as necessary to provide a complete evaluation.

**THE EVALUATION FORM:**

The City of Riverside Performance Appraisal for non-sworn regular staff consists of two parts. Part one is comprised of the supervisorial appraisal of the employee's performance during the rating period. Part two is a self-appraisal to be completed by the employee. The form is designed to encourage engagement and collaboration during the rating and goal setting portions of the form.

Upon completion of the department review, an employee shall receive a copy of the performance evaluation and the department may place a copy in an internal file. The Human Resources Department will review completed evaluations, as appropriate, and will maintain a copy of the evaluation in the employee's official personnel file. The employee may provide a response which will then be filed with the official evaluation form.

Performance Evaluations may be grieved under the provisions of the employee's Memorandum of Understanding for represented employees. For non-represented employees, Performance Evaluations may be grieved under the provisions of the Employer-Employee Relations Resolutions Article III, Section 3 Grievances and Appeals Procedures.

The Fire and Police Sworn personnel may utilize a customized job specific performance evaluation form different from the appraisal form used by non-sworn personnel.