

# River Valley Child Development Services

## MANAGER ANNUAL EVALUATION

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**Performance Review Period - From:** \_\_\_\_\_ **To:** \_\_\_\_\_

**The manager will be evaluated on each key performance indicator as follows:**

- ✓ **Exceeds Expectations – Performance exceeds that which is expected. This rating indicates that the performance indicator sets a model standard of excellence.**
- ✓ **Meets Expectations – Performance meets that which is expected. This rating indicates that the performance indicator is met in a competent manner.**
- ✓ **Does Not Meet Expectations – Performance is below that which is expected. The rating indicates that the performance indicator has not been met. For each Does Not Meet Expectations rating, a written comment by the Executive Director must be included.**

**Key Performance Indicators**

**1. Customer Relations – As a manager, you strive to promote a positive public image for your program and help to promote the agency.**

**Standard of measurement – This includes returning requests for information in a timely manner and developing programming to meet customers’ needs.**

**How it will be measured – Surveys will be developed to be randomly distributed to measure quality, responsiveness, and communication with customers. Completed surveys will be reviewed by the executive director.**

<b>Exceeds</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>Customer Relations</b>
			<b>Acknowledges needs, perspectives, and feelings of others</b>
			<b>Listens and considers responses to ensure understanding</b>
			<b>Writes, speaks and/or presents information effectively</b>
			<b>Provides quality service in a timely manner – responds to internal/external customers within 24 hours</b>

**Comments:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**2. Financial Control – As a manager, you are responsible for managing your program in such a manner that shows fiscal responsibility and understanding of the program and its finances.**

**Standard of measurement – This includes becoming familiar with budgeting processes, funding sources, and learning to generate reports that will assist you in monitoring your program.**

**How it will be measured – Quarterly review by director of business and finance and executive director**

Exceeds	Meets	Does Not Meet	Financial Control
			<b>Understands/Interprets financial reports</b> a. General ledger detail and summary b. Project reports c. Comparative summary
			<b>Uses financial reports to control budget</b> a. Does not overspend allocations b. Uses restricted funds appropriately
			<b>Follows accounting procedures</b> a. Payroll/Timesheets b. Travel c. Purchasing d. Meets deadlines

**Comments:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**3. Employee Relations – As a manager, you are responsible for appropriately planning for professional development and the welfare of your team. You should work effectively with others to accomplish organizational goals and reward individuals for their efforts.**

**Standard of measurement – A positive relationship between a manager and an employee is often what keeps an employee satisfied with an organization.**

**How it will be measured – Certificate of training completed, employee survey results, and documentation of team goal – implementation and results.**

<b>Exceeds</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>Employee Relations</b>
			<b>Works in collaboration with co-workers to meet the goals of the agency and their program</b>
			<b>Works towards developing an environment that fosters teamwork</b>
			<b>Works with all employees to develop a team goal designed to improve a significant area of weakness in the program</b>
			<b>Assists each employee in locating at least one training and/or resource to increase competency</b>
			<b>Recognizes and supports the diverse needs of co-workers and others</b>

**Comments:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

- 4. Program Management – As a manager, you strive to continually improve the quality of your program.**  
**Standard of measurement - This includes improving access to services, being knowledgeable about the agency, supervising employees, and implementation of best practice standards.**  
**How it will be measured – Reviews/Surveys conducted by quality assurance specialist and observations/documentation by executive director.**

<b>Exceeds</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>Program Management</b>
			<b>Effectively manages in an organized and efficient manner</b>
			<b>Formally/Informally provides clear directions</b>
			<b>Has working knowledge/understanding of the purpose, mission, and structure of the agency</b>
			<b>Completes ISDPs for employees accurately and by due date</b>
			<b>Completes hiring process forms/procedures accurately</b>
			<b>Completes travel request forms accurately</b>
			<b>Completes time sheets accurately and by due date/time</b>
			<b>Completes discipline forms accurately</b>
			<b>Updates website/online services</b>
			<b>Interacts effectively with various levels of the agency</b>
			<b>Follows established communications chain of command</b>
			<b>Uses professional resources to improve practices</b>
			<b>Demonstrates knowledge of requirements of work plan, licensing, accreditations, and regulations as appropriate</b>

*Program Management (continued)*

**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

---

**Manager Comments on All Key Performance Indicators:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**I have had the opportunity to review this document and discuss its contents with the executive director. My signature acknowledges that I have been informed of my performance ratings but does not necessarily indicate agreement.**

---

**Manager Signature** **Date**

---

**Executive Director Signature** **Date**