

# Performance Evaluation



>> Melinda K Power >> Performance Plan >> 11/1/2017 - 10/31/2018  
 >> L0051.CODE COMPLIANCE OFFICER

#	Component	Weight
1	Core Competencies	33%
2	Job Specific Competencies	33%
3	Performance Objectives	34%
<b>Final Rating:</b>		<b>100%</b>

## Core Competencies

- 1 Ownership Assumes personal responsibility for making Jacksonville great through providing world-class customer service, taking initiative for what needs to be done, and challenging current practices for enhanced efficiency and accuracy.
- 2 Collaboration Contributes to a collaborative team environment through empathic listening, demonstrating an eagerness to help others, and putting what is best for the City ahead of personal ambition and glory.
- 3 Integrity Models a code of ethical behavior that instills confidence, adheres to policy and procedure, can be trusted to do the right thing, and is willing to admit mistakes.

## Job Specific Competencies

- 1 • Ability to communicate effectively, verbally and in written form, including testifying in enforcement cases.
- 2 Ability to establish and maintain records —emails, phone calls, presentation of MCEB cases, court cases.
- 3 Ability to read, understand and enforce local property, building and structure safety, zero tolerance for litter (“snipe sign”) code and zoning codes.

## Performance Objectives

- 1 Supports City-wide and departmental efforts to improve public safety with resources and efforts that bolster law enforcement, intervention and prevention services. 20%
- 2 Supports City-wide and departmental efforts to build an economic development culture that attracts businesses, inspires company growth and increases job opportunities in areas throughout the city. 20%
- 3 Supports City-wide and departmental efforts to improve services to youth with partnerships and programs that promote education, enrichment, and crime prevention. 20%
- 4 Supports City-wide and departmental efforts to engage citizens in efforts to improve the health, wellness, conditions and offerings of neighborhoods throughout Jacksonville. 20%
- 5 Supports City-wide and departmental efforts to improve the efficiencies and effectiveness of governmental operations with accountability practices and leadership. 20%

# Performance Evaluation



>> Melinda K Power >> Annual Evaluation >> 11/1/2016 - 10/31/2017  
>> L0051.CODE COMPLIANCE OFFICER

## Employee Rating

#	Component	Weight	Rating	Weighted Score
1	Core Competencies	33%	4.00	1.32
2	Job Specific Competencies	33%	4.00	1.32
3	Performance Objectives	34%	4.00	1.36
Final Rating:				4.00

## Supervisor Rating

#	Component	Weight	Rating	Weighted Score
1	Core Competencies	33%	3.33	1.10
2	Job Specific Competencies	33%	3.00	0.99
3	Performance Objectives	34%	3.40	1.16
Final Rating:				3.25

## Scoring Range

Unsuccessful Performance	Emerging Performance	Full Performance	Exemplary Performance	Distinguished Performance
1-1.49	1.50-2.49	2.5-3.49	3.50-4.49	4.50-5.00

A rating of Unsuccessful Performance in any one Core Competency, Job Specific Competency, or Performance Objective will cause the highest possible performance level to be Full Performance, regardless of the weighted score.

Employee Signature	Supervisor Signature
Melinda K Power	Bruce O Chauncey
10/31/2017	10/4/2017
Reviewer Signature	Witness Signature
Michael Y Chao	
10/27/2017	

## Core Competencies

- 1 Ownership Assumes personal responsibility for making Jacksonville great through providing world-class customer service, taking initiative for what needs to be done, and challenging current practices for enhanced efficiency and accuracy.

EMPLOYEE

Rating: **Exemplary**

Comment: I believe I have met or exceeded expectations of skill requirements

RATER

Rating: **Full**

Comment: Officer Power applies job knowledge to get the job done right.

- 2 Collaboration Contributes to a collaborative team environment through empathic listening, demonstrating an eagerness to help others, and putting what is best for the City ahead of personal ambition and glory.

EMPLOYEE

Rating: **Exemplary**

Comment: I believe I have met or exceeded expectations of skill requirements

RATER

Rating: **Exemplary**

Comment: Officer Power able to handle advanced and unusual tasks associated with function.

- 3 Integrity Models a code of ethical behavior that instills confidence, adheres to policy and procedure, can be trusted to do the right thing, and is willing to admit mistakes.

EMPLOYEE

Rating: **Exemplary**

Comment: I believe I have met or exceeded expectations ethical standards

RATER

Rating: **Full**

Comment: Officer Power models a code of ethical behavior that instills confidence, adheres to policy and procedure, can be trusted to do the right thing, and is willing to admit mistakes.

## Job Specific Competencies

- 1 Ability to establish and maintain records using a personal computer.

EMPLOYEE

Rating: **Exemplary**

Comment: I believe I have met or exceeded expectations

RATER  
 Rating: **Full**  
 Comment: Officer Power meets the criteria of this task.

2 Ability to read, understand and enforce local property, building and structure safety, zero tolerance for litter ("snipe sign") code and zoning codes.

EMPLOYEE  
 Rating: **Exemplary**  
 Comment: I believe I have met or exceeded expectations of skill requirements

RATER  
 Rating: **Full**  
 Comment. Officer Power has the ability to read and understand and the ordinances that this department enforces.

3 Communicates effectively.

EMPLOYEE  
 Rating: **Exemplary**  
 Comment: I believe I have met or exceeded expectations communication

RATER  
 Rating: **Full**  
 Comment: Officer Power does communicate effectively.

## Performance Objectives

1 Supports City-wide and departmental efforts to improve public safety with resources and efforts that bolster law enforcement, intervention and prevention services. 20%

EMPLOYEE  
 Rating: **Exemplary**  
 Comment: Yes

RATER  
 Rating: **Exemplary**  
 Comment: Officer Power's results are consistently beyond expectations in terms of timeliness and quality in all key areas.

2 Supports City-wide and departmental efforts to build an economic development culture that attracts businesses, inspires company growth and increases job opportunities in areas throughout the city. 20%

EMPLOYEE  
 Rating: **Exemplary**

Comment: Yes

RATER

Rating: **Full**

Comment: Officer Power meets the criteria of this task.

- 3 Supports City-wide and departmental efforts to improve services to youth with partnerships and programs that promote education, enrichment, and crime prevention. 20%

EMPLOYEE

Rating: **Exemplary**

Comment: Yes

RATER

Rating: **Full**

Comment: Officer Power meets the criteria of this task.

- 4 Supports City-wide and departmental efforts to engage citizens in efforts to improve the health, wellness, conditions and offerings of neighborhoods throughout Jacksonville. 20%

EMPLOYEE

Rating: **Exemplary**

Comment: Yes

RATER

Rating: **Exemplary**

Comment: Officer Power is willing to work weekends and overtime to help clean up the neighborhoods.

- 5 Supports City-wide and departmental efforts to improve the efficiencies and effectiveness of governmental operations with accountability practices and leadership. 20%

EMPLOYEE

Rating: **Exemplary**

Comment: Yes

RATER

Rating: **Full**

Comment: Officer Power meets the criteria of this task.

# Performance Evaluation



>> **Melinda K Power** >> Annual Evaluation >> 5/2/2016 - 10/31/2016  
 >> **L0051.CODE COMPLIANCE OFFICER**

## Employee Rating

#	Component	Weight	Rating	Weighted Score
1	Core Competencies	33%	4.00	1.32
2	Job Specific Competencies	33%	4.00	1.32
3	Performance Objectives	34%	4.00	1.36
<b>Final Rating:</b>				<b>4.00</b>

## Supervisor Rating

#	Component	Weight	Rating	Weighted Score
1	Core Competencies	33%	3.00	0.99
2	Job Specific Competencies	33%	3.33	1.10
3	Performance Objectives	34%	3.20	1.09
<b>Final Rating:</b>				<b>3.18</b>

## Scoring Range

Unsuccessful Performance	Emerging Performance	Full Performance	Exemplary Performance	Distinguished Performance
1-1.49	1.50-2.49	2.5-3.49	3.50-4.49	4.50-5.00

A rating of Unsuccessful Performance in any one Core Competency, Job Specific Competency, or Performance Objective will cause the highest possible performance level to be Full Performance, regardless of the weighted score.

Employee Signature	Supervisor Signature
<i>Melinda K Power</i>	<i>Bruce O Chauncey</i>
10/26/2016	10/20/2016
Reviewer Signature	Witness Signature
<i>Devron S Cody</i>	
10/21/2016	

## Core Competencies

- 1 Integrity Models a code of ethical behavior that instills confidence, adheres to policy and procedure, can be trusted to do the right thing, and is willing to admit mistakes.

EMPLOYEE

Rating: **Exemplary**

Comment: Meets or exceeds critical knowledge and skill requirements of the function. Able to handle advanced and unusual tasks associated with function. Consistently exceeds expectations in quality, quantity and timeliness of work.

RATER

Rating: **Full**

Comment: Officer Power applies job knowledge to get the job done right.

- 2 Collaboration Contributes to a collaborative team environment through empathic listening, demonstrating an eagerness to help others, and putting what is best for the City ahead of personal ambition and glory.

EMPLOYEE

Rating: **Exemplary**

Comment: Always eager to help others, represent the City in the best possible manner

RATER

Rating: **Full**

Comment: Officer Power is a team player and does what is best for the city.

- 3 Ownership Assumes personal responsibility for making Jacksonville great through providing world-class customer service, taking initiative for what needs to be done, and challenging current practices for enhanced efficiency and accuracy.

EMPLOYEE

Rating: **Exemplary**

Comment: Polite and positive with the citizens I come into contact with

RATER

Rating: **Full**

Comment: Officer Power meets critical knowledge and skill requirements of the function.

## Job Specific Competencies

- 1 Ability to read, understand and enforce local property, building and structure safety, zoning and zero-tolerance for litter ordinances/codes.

EMPLOYEE

Rating: **Exemplary**

Comment: Meets or exceeds critical knowledge and skill requirements of the function. Able to handle advanced and unusual tasks associated with function. Consistently exceeds expectations in quality, quantity and timeliness of

work.

RATER

Rating: **Full**

Comment: Officer Power meets critical knowledge and skill requirements of the function. Able to perform function to expectations most of the time.

2 Communicates effectively.

EMPLOYEE

Rating: **Exemplary**

Comment: Communicates daily with my fellow officers, supervisor and the citizens I come into contact with

RATER

Rating: **Exemplary**

Comment: Officer Power has the ability to communicate effectively.

3 Establishes and maintains records using a personal computer and knowledge of inspection procedures and techniques.

EMPLOYEE

Rating: **Exemplary**

Comment: Meets or exceeds critical knowledge and skill requirements of the function. Able to handle advanced and unusual tasks associated with function. Consistently exceeds expectations in quality, quantity and timeliness of work.

RATER

Rating: **Full**

Comment: Officer Power does a good job at maintaining records.

## Performance Objectives

1 Supports City-wide and departmental efforts to improve public safety with resources and efforts that bolster law enforcement, intervention and prevention services. 20%

EMPLOYEE

Rating: **Exemplary**

Comment: Results are consistently beyond expectations in terms of timeliness and quality in all key areas. No major errors or missing components

RATER

Rating: **Full**

Comment: Officer Power fully meets expectations in all key areas. No major errors or missing components.

2 Supports City-wide and departmental efforts to build an economic development culture that attracts businesses, inspires company growth and increases job opportunities in areas throughout the city. 20%

EMPLOYEE



RATER  
 Rating: **Exemplary**  
 Comment: Speak of what an incredible place COJ is to live

RATER  
 Rating: **Full**  
 Comment: Officer Power tries to make Jacksonville a better place to live.

3 Supports City-wide and departmental efforts to improve services to youth with partnerships and programs that promote education, enrichment, and crime prevention. **20%**

EMPLOYEE  
 Rating: **Exemplary**  
 Comment: Code Enforcement by it's function promotes crime prevention

RATER  
 Rating: **Full**  
 Comment: Officer Power Fully met expectations in all key areas.

4 Supports City-wide and departmental efforts to engage citizens in efforts to improve the health, wellness, conditions and offerings of neighborhoods throughout Jacksonville. **20%**

EMPLOYEE  
 Rating: **Exemplary**  
 Comment: Code Enforcement by it's function promotes health and wellness by contributing to the City's general condition

RATER  
 Rating: **Exemplary**  
 Comment: Officer Power through performing her duties of trying to make the neighborhoods better and cleaner.

5 Supports City-wide and departmental efforts to improve the efficiencies and effectiveness of governmental operations with accountability practices and leadership. **20%**

EMPLOYEE  
 Rating: **Exemplary**  
 Comment: Results are consistently beyond expectations in terms of timeliness and quality in all key areas. No major errors or missing components

RATER  
 Rating: **Full**  
 Comment: Officer Power Fully met expectations in all key areas. No major errors or missing components.

# Performance Evaluation



>> **Melinda K Power** >> **Mid-Probation Evaluation** >> **2/8/2015 - 8/8/2015**  
 >> **L0051.CODE COMPLIANCE OFFICER**

## Employee Rating

#	Component	Weight	Rating	Weighted Score
1	Core Competencies	40%	3.00	1.20
2	Job Specific Competencies	30%	3.00	0.90
3	Performance Objectives	30%	3.00	0.90
<b>Final Rating:</b>				<b>3.00</b>

## Supervisor Rating

#	Component	Weight	Rating	Weighted Score
1	Core Competencies	40%	3.00	1.20
2	Job Specific Competencies	30%	2.40	0.72
3	Performance Objectives	30%	2.67	0.80
<b>Final Rating:</b>				<b>2.72</b>

## Scoring Range

Unsuccessful Performance	Emerging Performance	Full Performance	Exemplary Performance	Distinguished Performance
1-1.49	1.50-2.49	2.5-3.49	3.50-4.49	4.50-5.00

A rating of Unsuccessful Performance in any one Core Competency, Job Specific Competency, or Performance Objective will cause the highest possible performance level to be Full Performance, regardless of the weighted score.

Employee Signature	Supervisor Signature
<i>Melinda K Power</i>	<i>Dennis G Steele</i>
10/23/2015	10/23/2015
Reviewer Signature	Witness Signature
<i>Devron S Cody</i>	
10/23/2015	

## Core Competencies

- 1 Communication Expressing ideas, listening for understanding, giving feedback, and facilitating open communication

EMPLOYEE  
 Rating: **Full**  
 Comment: Expresses ideas clearly and completely.

RATER  
 Rating: **Full**  
 Comment: Melinda has an open mind, eager to share her ideas and meets the requirements of this function.

- 2 Customer Service Meeting customer expectations, providing proactive service, resolving customer concerns, managing customer expectations, and following up to ensure satisfaction

EMPLOYEE  
 Rating: **Full**  
 Comment: Meeting customer expectations, providing proactive service, resolving customer concerns, managing customer expectations, and following up to ensure satisfaction

RATER  
 Rating: **Full**  
 Comment: Melinda is always ready to assist and meets the requirements of this function.

- 3 Initiative Identifying what needs to be done, taking action, adding value, and participating in change

EMPLOYEE  
 Rating: **Full**  
 Comment: behavior: Effectively addresses obstacles and completes objectives.  
  
 Seeks out opportunities to advance work-related knowledge.

RATER  
 Rating: **Full**  
 Comment: Melinda is eager to learn and meets the requirements of this function.

- 4 Teamwork Contributing to the team, working cooperatively, resolving conflict, building team capability, and celebrating success

EMPLOYEE  
 Rating: **Full**  
 Comment: Contributing to the team, working cooperatively, resolving conflict, building team capability, and celebrating success

RATER  
 Rating: **Full**  
 Comment: Melinda is always in a can-do mode and meets the requirements of this function.

- 5 Accountability Making a commitment to the organization, meeting obligations, adhering to policy and accepting responsibility, demonstrating personal integrity, earning trust, modeling ethical behavior, and understanding perceptions of behavior

EMPLOYEE

Rating: **Full**

Comment: Adheres to organizational rules and regulations.

RATER

Rating: **Full**

Comment: Melinda follows the rules and guidelines and meets the requirements of this function.

## Job Specific Competencies

- 1 Communicates effectively.

EMPLOYEE

Rating: **Full**

Comment: During this period Feb-July I was undergoing training as a Code Enforcement Officer

RATER

Rating: **Full**

Comment: Melinda meets the requirements of this function.

- 2 Establishes and maintains records using a personal computer.

EMPLOYEE

Rating: **Full**

Comment: During this period Feb-July I was undergoing training as a Code Enforcement Officer

RATER

Rating: **Emerging**

Comment: Melinda has steadily improved in this area and on occasion, requires assistance to meet the requirements of this function.

- 3 Reads, understands and enforces local property, building and structure safety codes.

EMPLOYEE

Rating: **Full**

Comment: During this period Feb-July I was undergoing training as a Code Enforcement Officer

RATER

Rating: **Emerging**

Comment: Melinda has steadily improved in this area and on occasion, requires assistance to meet the requirements of this function on more complex inspections.

4 Understanding of building construction

EMPLOYEE  
 Rating: **Full**  
 Comment: During this period Feb-July I was undergoing training as a Code Enforcement Officer

RATER  
 Rating: **Full**  
 Comment: Melinda brings knowledge gained from her previous career and meets the requirements of this function.

5 Understanding of property, building and structure safety inspection procedures and techniques

EMPLOYEE  
 Rating: **Full**  
 Comment: During this period Feb-July I was undergoing training as a Code Enforcement Officer

RATER  
 Rating: **Emerging**  
 Comment: Melinda has shown steadily improved in this area and on occasion, requires assistance to meet the requirements of this function.

## Performance Objectives

- 1 Ensure average response time (in days) from request receipt in PICS for service to 1st inspection averages 2 days or less. 33%

EMPLOYEE  
 Rating: **Full**  
 Comment: During this period Feb-July I was undergoing training as a Code Enforcement Officer

RATER  
 Rating: **Full**  
 Comment: Melinda has steadily improved in this area and with a 1.21 days response time, meeting the requirements of this function.

- 2 On an annual cumulative basis, average at least 13 inspections per work day. (Work day considered as Monday thru Friday, excluding City holidays) 34%

EMPLOYEE  
 Rating: **Full**  
 Comment: During this period Feb-July I was undergoing training as a Code Enforcement Officer

RATER

Rating: **Full**  
 Comment: Melinda has an average of 12.7 for her first 4 months in the field. Now, she meets the requirements of this function with a 13.29 average.

- 3 On an annual cumulative basis, average at least 2 officer-generated (pro-active)MCCD cases per work day. (Work day considered as Monday through Friday, excluding City holidays) 33%

EMPLOYEE  
 Rating: **Full**  
 Comment: During this period Feb-July I was undergoing training as a Code Enforcement Officer

RATER  
 Rating: **Emerging**  
 Comment: Melinda has recieved additional training from the other zone senior officers in this area to assist in identifying difficulties meeting this requirement. Although she has improved from an average of 1.8 during her first 4 months, now with a current average of 1.91, she needs to be more pro-active to meet the requirements of this function.