ANNUAL REVIEW
DESIRED BEHAVIORS

Professionalism

Standards of Professionalism for all City Employees:

- Employee is punctual in arriving and preparing for work.
- Employee observes City and departmental policy regarding breaks.
- Employee schedules time off in accordance with City policy, and communicates unplanned absences to supervisors in a timely manner.
- Employee's personal appearance is neat, well-groomed and professional in order to reflect a positive image of self and the City of Belton.
- Employee conforms to all general rules, regulations, policies and practices of the department and of the City regarding employee behavior.
- Employee speaks well of their department and the City, and avoids negative issues in contact with others.
- Employee displays a positive attitude and does not complain to others about their job duties, and promotes harmony and cohesiveness in the work environment.
- Employee respects the privacy and rights of co-workers and other persons.
- Employee is respectful and courteous to superiors and co-workers.
- Employee is receptive to constructive criticism.

Examples of behavior that may indicate the employee is meeting or exceeding expectations in the area of Professionalism:

- Employee's unscheduled absences are rare and clearly communicated to supervisors in a timely manner.
- Employee's planned leave requests are submitted with ample lead time to allow for scheduling, and leave requests for unplanned leave are always promptly presented.
- Employee is rarely or never tardy, and arrives at work every day ready to perform their duties.
- Employee consistently promotes a positive and professional image of the City and their department through their appearance, words and actions.
- Employee informs supervisors of any morale issues, and works with fellow employees to promote a positive outlook within their department.
- Employee serves as an example of professional conduct for other employees through words and actions.

Examples of behavior that may indicate an employee needs development in the area of Professionalism:

- Employee has instances of unplanned absences abutting weekends or holidays.
- Employee fails to submit leave requests in a timely manner.
- Frequent instances of tardiness, or arrival at work unprepared.
- Employee has instances of unprofessional personal appearance, requiring a supervisor to remind the employee of the City's dress code.
- Employee is sent home to change due to unprofessional personal appearance.
- Employee receives verbal or written disciplinary action from supervisors as a result of violation(s) of the City's employee Personnel Policy or Police and Fire departmental policies.
- Employee expresses criticism of the City or fellow employees to the public in person or through social media.
- Employee has frequent instances of personal phone calls while not on break.
- Employee engages in unauthorized use of City assets or equipment.
- Employee promotes discontent among coworkers through a negative attitude, spreading rumors, etc.

Customer Service

Standards of Customer Service for all City Employees:

- Employee acknowledges citizens, customers and coworkers in a prompt, pleasant and professional manner, and displays courtesy, consideration, and respect in all dealings and interactions.
- Employee shows preparedness to handle difficult situations by using a tone of voice which has a calming effect on persons who are experiencing stress.
- Employee is responsive to needs and expectations of citizens and customers, as well as employees of other departments.
- Employee assists persons by providing accurate information and obtains other resources as necessary.
- Employee takes the initiative to see that the issues of customers or citizens are resolved.
- Employee takes time to give information and explain reasons for City rules, policies and procedures clearly and concisely, and/or routes them to the appropriate personnel for clarification.
- Employee adheres to the City's Customer Service Code.

Examples of behavior that may indicate the employee is meeting or exceeding expectations in the area of Customer Service:

- Employee is proactive is engaging with customers and other departments. In instances where they have to hand the issue off to a supervisor or another department, the employee follows-up in an effort to increase their knowledge and better help resolve future issues.
- Employee is always positive and professional with others, even when they are not shown the same courtesy.
- Employee informs supervisors of customer issues that could not be resolved to the customer’s satisfaction so that they are adequately prepared to appropriately address the customer.
- Employee consistently goes a step further with customers to ensure they not only understand what the City's rules or policies are, but also why those policies are in place.

Examples of behavior that may indicate an Employee needs development in the area of Customer Service:

- Employee is hesitant to engage with customers or other departments to resolve issues, quickly dismissing problems as "not my responsibility.”
- Employee is short with or discourteous to customers or coworkers.
- Employee gives the contact information for supervisors or coworkers without informing them of any ongoing customer issues.
- Employee leaves customers confused or frustrated at the end of their interaction.

Professional Development

Standards of Professional Development for all City Employees:

- Employee is receptive to instructions and constructive criticisms.
- Employee is open, candid, and straightforward with supervisors and co-workers.
- Employee demonstrates a willingness to accept assignments.
- Employee demonstrates accountability for work performed.
- Employee seeks to develop their coworkers through both constructive criticism and positive reinforcement.
- Employee makes every effort to keep themselves informed and participates in continuing education programs to develop knowledge and skills.

Examples of behavior that may indicate the employee is meeting or exceeding expectations in the area of Professional Development:

- Employee actively solicits feedback from supervisors and coworkers in an effort to continuously improve.
- Employee frequently seeks out additional opportunities, duties and responsibilities.
- Employee offers constructive criticism and ideas for improvement to their coworkers.
- Employee consistently searches for training and education to widen and improve their skillset.
- Employee shows consideration for new ideas and promotes creative thinking in order to improve their department's performance.
- Employee takes on leadership roles within their department without being called on by their supervisors.

Examples of behavior that may indicate an Employee needs development in the area of Professional Development:

- Employee shirks responsibility, or blames others when criticism is received.
- Employee shies away from additional duties, or has displays an attitude of "that isn't my job".
- Employee is overly critical of coworkers and supervisors, and offers only problems, not solutions.
- Employee is reluctant to attend training.
- Employee displays a "this is how we've always done it" attitude, and immediately dismisses new ideas.