



Scarborough Fire Department

Scarborough, Maine



Standard Operating Procedures

Book:	Organization		
Chapter:	Forms, Records & Reports		
Subject:	1543 – Full Time Employee Evaluation Key		
Revision Date:	3/23/2015	Approved by:	<i>B. Michael Thurlow</i>

1. Knowledge of Essential Job Functions

Knows how to use all tools & equipment. Knows how to handle every challenge, emergency call, and job function and applies that knowledge consistently at all times when on duty.	1.0
Knows how to use all tools & equipment. Knows how to handle most normal challenges, calls, and job functions and applies that knowledge consistently when on duty.	.75
Is knowledgeable of the most common tools & equipment. Is able to effectively handle the most common challenges, calls, and job functions without assistance, but has room to grow professionally	.50
Is unfamiliar with some of the basic tools, equipment, and job functions. Needs direction or support on routine calls or duty assignments due to lack of knowledge or experience	.25
Does not have the knowledge necessary to function appropriately at this stage of their professional development.	.00

2. Operates Safely and Within Standard Operating Procedures

Operates safely and in accordance with all SOPs, policies, procedures, and protocols at all times and during all job functions. Is a leader and promoter of safety practices within their crew and department-wide	1.0
Operates safely and in accordance with all SOPs, policies, procedures, and protocols at all times and during all job functions. Performs safely as an individual and is working on being a role model to others	.75
Routinely operates safely and in accordance with SOPs, policies, procedures, and protocols during job functions. Meets basic safety and operational expectations for this point in career, has room to improve	.50
Fails to operate safely and in accordance with some SOPs, policies, procedures, and protocols. Needs additional training and attention to performing job functions safely and correctly	.25
Routinely fails to operate in a safe manner and violates or is not competent in SOPs, policies, procedures and protocols.	.00

3. Demonstrates Leadership Skills and the Ability to function as part of the Team

Clearly is a leader within their crew and the department. Always mentors, trains, and provides support for other members. Is an integral part of the department and promotes teamwork for the success of the dept.	1.0
Has and routinely demonstrates leadership skills. Routinely mentors, trains, and provides support and assistance to other members. Is active in department issues and strives to promote teamwork	.75
Meets expectations for leadership and teamwork at this point in their career but has room to improve	.50
Fails to routinely lead or promote teamwork within the organization.	.25
Seldom seen as a leader and prefers to function as an individual rather than part of the team	.00

4. Quality of Work Product

Always completes all assignments, duties, reports, and projects thoroughly, completely and professionally.	1.0
Above average performance completing assignments, duties, reports, and projects accurately and on time	.75
Meets expectations for completing assignments, duties, reports, projects and quality of work at this point in their career but has room to improve	.50
Does not routinely complete assignments, duties, reports, and projects when required and the quality of work needs improvement	.25
Often fails to complete assignments, duties, reports, and projects and the quality of work that is done often needs improvement	.00



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5. Attendance, Punctuality & Preparedness for Duty

Always arrives at work before the beginning of shift, ready to work and stays until all tasks are completed. Employee rarely if ever uses sick time	1.0
Is consistently on time for shifts, ready to work and rarely uses sick time	.75
Is at work ready and on time and uses a moderate amount of sick time	.50
Occasionally is late for a shift and uses a moderate amount of sick time	.25
Routinely arrives late to work, unprepared and has excessive usage of sick time	.00

6. Attitude, Communication Skills & Customer Service

Always displays pride in the department and a positive attitude towards their work, colleagues, supervisors, and the public. Always maintains open communications and effectively deals with all conflicts	1.0
Displays an above average pride in the department and a positive attitude towards their work, colleagues, supervisors, and the public. Usually maintains open communications and effectively deals with conflicts	.75
Displays pride in the department and a positive attitude towards their work, colleagues, supervisors, and the public. Maintains open communications and effectively deals with conflicts for this point in their career	.50
Occasionally displays a negative attitude at work, fails to communicate effectively, and often needs assistance dealing with conflicts	.25
Routinely displays a negative attitude, poor communications, and often is involved in unresolved conflicts	.00

7. Commitment to Professional Development

Always maintains licensures, certifications, and recurrent training requirements. Constantly strives to improve skills and knowledge through continual education and training both on and off duty.	1.0
Maintains licensures, certifications, and recurrent training requirements. Strives to improve skills and knowledge through education and training both on and off duty. Takes advantage of training opportunities	.75
Meets min. expectations for professional development for this point in their career	.50
Fails to maintain all licensures, certifications, or mandatory training requirements.	.25
Fails to maintain mandatory requirements, does not take professional development seriously	.00

8. Self Motivation

Always self motivated, self-directed and constantly looking for productive things to do without supervision	1.0
Routinely self motivated, self-directed and often looks for productive things to do without supervision	.75
Meets min. expectations for self motivation at this point in their career	.50
Is not self directed or motivated to be productive unless required by a call, co-worker, or supervisor	.25
Rarely shows any motivation on the job and must be constantly supervised to be effective	.00

9. Knowledge Street Locations and Local Facilities

Superior knowledge of the town's geographic composure. Knows all major roads, developments and facilities. Know all how to utilize all navigational tools available if needed. (Map book, IMC, Partner and GPS)	1.0
Above average knowledge of the town's geographic composure. Knows most roads, developments and facilities. Know all how to utilize all navigational tools available if needed. (Map book, IMC, Partner and GPS)	.75
Knows most major roads, developments and facilities. Utilizes navigation resources as needed (Map book, IMC, Partner and GPS)	.50
Knows some basic major roads, developments and facilities. Utilizes navigation resources frequently (Map book, IMC, Partner and GPS)	.25
Does not know any major roads, developments or facilities, requires assistance on every call	.00



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10. Fire Reports and PCR's

Documentation is superior on both fire reports and PCR's, all reports are submitted on time	1.0
Documentation is above standard, all reports submitted on time	.75
Documentation is to standard, Reports are submitted on time most of the time, sometimes requires supervisor to remind employee to complete reports	.50
Documentation could use improvement, some reports late, requires supervisors reminder to complete reports	.25
Documentation requires improvement, many reports not submitted on time, requires reminders from supervisor.	.00