

**2021-2022 GENERAL MANAGER PERFORMANCE CRITERIA
AND PERFORMANCE FEEDBACK/EVALUATION**

1. GM Relationship with the Board

- Keeps board informed of district activities, progress and problems
- Receptive to board member ideas and suggestions
- Provides options and sound recommendations for board action
- Follows through on board directives
- Facilitates the decision-making process with the board
- Reports to board regularly about progress toward district objectives
- Accepts board criticism as constructive suggestions for improvement
- Follow up on all problems and issues brought to his/her attention
- Is accessible to individual Board Members

Please provide feedback on the above listed performance criteria.

Please identify areas of concern and detail opportunities to improve performance in these areas.

2. Management Skills and Abilities

- Maintains a smooth-running administrative office
- Oversees preparation of agendas, district reports and accurate record keeping
- Speaks and writes clearly
- Proposes district goals and objectives prior to each fiscal year
- Annually provides district report regarding objectives met during past year
- Identifies short-term and long-term issues that need to be addressed both annually and as needed
- Formulates action plans to implement these issues
- Is progressive and responsive in attitude and action
- Consults with attorney on all legal aspects of district operations

Please provide feedback on the above listed performance criteria.

Please identify areas of concern and detail opportunities to improve performance in these areas.

3. Effective Leadership

- Hires and retains competent staff members
- Encourages staff development through education and growth opportunities
- Works to maintain high employee morale
- Knows and follows district personnel policies
- Maintains high staff productively
- Contributes to a team effort with staff
- Promotes safety, addresses potentially unsafe issues immediately and notifies board of these issues
- Demonstrates leadership within the industry
- Encourages a team effort between board, management and staff

Please provide feedback on the above listed performance criteria.

Please identify areas of concern and detail opportunities to improve performance in these areas.

4. Fiscal Management

- Prepares a balanced budget
- Completes the year with a balanced budget
- Displays common sense and good judgment in business transactions
- Demonstrates knowledge of physical plant operations
- Approves purchases and expenditures within limits of board-approved budget
- Provides information to board regarding purchases and expenditures
- Reports to board regularly regarding financial status of district
- Supervises district's accounting practices
- Works with auditor to make accounting practices more efficient

Please provide feedback on the above listed performance criteria.

Please identify areas of concern and detail opportunities to improve performance in these areas.

5. Community and Public Relations

- Represents the district in a positive and professional manner
- Actively promotes the district to the public
- Promotes public understanding of district services available
- Publishes district accomplishments
- Continually evaluates programs and facilities to meet need of community
- Understands and stays current with the needs of the community served
- Accepts criticism and/or concerns from constituents and responds appropriately
- Notifies board of community/management criticisms and/or concerns
- Effectively communicates with the public regarding district policies, rates, and other district business
- Recognized for leadership within the industry

Please provide feedback on the above listed performance criteria.

Please identify areas of concern and detail opportunities to improve performance in these areas.

6. Personal and Professional Attributes

- Adheres to professional codes of ethics
- Maintains professional and technical knowledge by attending workshops, networking, reviewing publications and participating in professional organizations

Please provide feedback on the above listed performance criteria.

Please identify areas of concern and detail opportunities to improve performance in these areas.

7. Prior GM Goals – for this Period

- Complete Jersey Island transition.
- Complete biosolids storage.
- Develop complete 3-5 year PR/Outreach Plan, including staffing and implementation steps.
- Improve and develop partnerships for recycled water and water reuse, including applying for appropriate grant funding.
- Complete Future Board Agenda calendar.
- Complete technology upgrades for IT, cybersecurity and boardroom.

To what extent did the GM meet the Goals for this Period.

Please identify areas of concern and detail opportunities to improve performance in these areas.

9. Achievements - List the General Manager's top achievements or positive contributions during the current Period.

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10. Suggested Improvements - List the most important areas that the General Manager should focus on improving for next Period.

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