



# STATE OF MAINE

## PERFORMANCE MANAGEMENT FORM

### EMPLOYEE COPY

#### SECTION 1 - GENERAL INFORMATION

1. EMPLOYEE'S NAME - LAST, FIRST, MIDDLE  Turcotte, Gina	2. DEPARTMENT, BOARD OR COMMISSION  Department of Motor Vehicles	3. DIVISION OR INSTITUTION  Driver License Services OUI/HO Unit									
4. EMPLOYEE NUMBER  [REDACTED]	5. EMPLOYEE'S CLASSIFICATION TITLE  Office Associate II/Clerk Typist III	6. PAY GRADE / STEP  Step 8	7. POSITION #  075101061								
8. PERIOD OF REPORT  FROM: 01/08/07 TO: 07/08/07	9. TYPE OF REPORT (check all that apply) <table border="0"><tr><td><input checked="" type="checkbox"/> End of Probation</td><td><input type="checkbox"/> Change of Rater</td></tr><tr><td><input type="checkbox"/> Annual</td><td><input type="checkbox"/> Special Merit</td></tr><tr><td><input type="checkbox"/> Extension of Probation</td><td><input type="checkbox"/> Merit Increase</td></tr><tr><td><input type="checkbox"/> New Assignment</td><td><input type="checkbox"/> Termination</td></tr></table>			<input checked="" type="checkbox"/> End of Probation	<input type="checkbox"/> Change of Rater	<input type="checkbox"/> Annual	<input type="checkbox"/> Special Merit	<input type="checkbox"/> Extension of Probation	<input type="checkbox"/> Merit Increase	<input type="checkbox"/> New Assignment	<input type="checkbox"/> Termination
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<input type="checkbox"/> New Assignment	<input type="checkbox"/> Termination										

#### SECTION 2 - CONCISE DESCRIPTION OF MAJOR JOB RESPONSIBILITIES

Ms. Turcotte's responsibilities will include entering the oui convictions received from District and Superior Courts. Entering administrative reports received from police departments and Maine State Police. Issue Habitual Offender and Administrative BAC .08 work-restricted licenses. Ms. Turcotte will be responsible for answering the main line and branch line phone calls and restoring customers who are eligible for restoration. Help walk-in customers. Learning the process of the out-of-state oui convictions, entering them and mailing the suspension notices. Use the Query Tool program to check data cards after duplicate licenses have been issued.

#### SECTION 3 - PERFORMANCE EXPECTATIONS

Expectations are to be developed by the supervisor at the BEGINNING of the working period with input from the employee and the concurrence of higher management. Expectations should be listed in order or priority from most important. Expectations should normally include maintenance activities as well as new initiatives. At the END of the evaluation period, the results toward the expectation should be stated. Use additional sheets if necessary.

EXPECTATION: Begin and end work when required.

☐ Exceeded

☒ Met

RESULT: Ms. Turcotte, in the past, has been given a friendly reminder about being to work on time and since then has made the effort to be to work on time.

☐ Did Not Meet

EXPECTATION: Request sick and vacation in a timely manner.

☐ Exceeded

☒ Met

RESULT: Ms. Turcotte always request sick and vacation time in a timely manner.

☐ Did Not Meet

EXPECTATION: Follow established work-related policies and procedures for the OUI/HO unit.

☐ Exceeded

☒ Met

RESULT: Ms. Turcotte does follow work-related policies and procedures for the unit.

☐ Did Not Meet

EXPECTATION: Learn the law and sanctions of all alcohol related offenses.

☐ Exceeded

☒ Met

RESULT: Ms. Turcotte has learned a great deal in the six months she has been working here. She has shown a lot of initiative in wanting to learn more about the laws.

☐ Did Not Meet

EXPECTATION: Maintain communication with supervisor and relay information in a clear and concise manner.

☒ Exceeded

☐ Met

RESULT: Ms. Turcotte does communicate with her supervisor and co-workers and does so in a respectful manner. She is always clear and to the point when seeking information.

☐ Did Not Meet

EXPECTATION: Enter oui convictions received from District and Superior Courts.

☐ Exceeded

☒ Met

RESULT: Ms. Turcotte learned this task with little training and was able to do this job with few errors.

☐ Did Not Meet

EXPECTATION: Enter administrative reports/cases received from police departments and Maine State Police.

☐ Exceeded

☒ Met

RESULT: Ms. Turcotte has learned most of this task and continues to learn more on a daily basis.

☐ Did Not Meet

EXPECTATION: Process out-of-state oui convictions, enter and mail out suspension notices.

☐ Exceeded

☒ Met

RESULT: Ms. Turcotte learned this process in a short period of time. She is able to do this task with few errors and is able to keep up on the work so as to not have a backlog.

☐ Did Not Meet

EXPECTATION: Learn the process of issuing work-restricted licenses.

☐ Exceeded

☐ Met

RESULT: Ms. Turcotte was not trained on this particular task at no fault of hers. Due to changes within the section Ms. Turcotte took on other duties.

☒ Did Not Meet

**EXPECTATION:** Use the Query Tool program to verify if duplicate license have been process and mailed through Digimarc.

☐ Exceeded

☒ Met

**RESULT:** Ms. Turcotte was trained and did learn this task. Ms. Turcotte did do these duties for a short period of time but due to changes within the section she no longer is responsible for these duties.

☐ Did Not Meet

**EXPECTATION:** Answer main and branch line phone calls.

☒ Exceeded

☐ Met

**RESULT:** Ms. Turcotte is always on the phone when scheduled. She has excellent customer service and A great positive attitude on the phone. In the six months she has been working here she has received two letters of thanks for going above and beyond in her help to those customers.

☐ Did Not Meet

**EXPECTATION:** Learn the restoration process.

☐ Exceeded

☒ Met

**RESULT:** Ms. Turcotte has learned this process. Because this can be such a detailed process I feel that Ms. Turcotte has done very well with the restoration process.

☐ Did Not Meet

**EXPECTATION:**

☐ Exceeded

☐ Met

**RESULT:**

☐ Did Not Meet

**EXPECTATION:**

☐ Exceeded

☐ Met

**RESULT:**

☐ Did Not Meet

**EXPECTATION:**

☐ Exceeded

☐ Met

**RESULT:**

☐ Did Not Meet

**SECTION 4 - ASSESSMENT OF COMPETENCIES RELATING TO JOB PERFORMANCE**

The qualities shown below are qualities toward which every employee should strive. Please rate the employee on these qualities. Consider: (1) the employee's job description, (2) level of experience, and (3) the goals and expectations established in the previous evaluation. Comment on each rating. Comments are critical to documenting strengths and suggestions for improvement.

The rating factors are as follows: **NEEDS IMPROVEMENT** = Improvement is needed to meet acceptable standards **SATISFACTORY** = Fulfills the normal job requirements with some strong points **OUTSTANDING** = Exemplifies the competency and serves as a model for others.

<b>CORE COMPETENCIES</b>	Needs Improvement	Satisfactory	Outstanding
<b>Initiative:</b> Drives for results and success. Sets high standards of performance. Pursues aggressive goals and works hard to achieve them. Displays a high level of effort and commitment to performing the work.		X	
<b>Adaptability:</b> Handles day-to-day work challenges confidently. Is willing to adjust to multiple demands, shift priorities, ambiguity and rapid change. Shows resilience in the face of constraints, frustrations or adversity. Demonstrates flexibility.		X	
<b>Planning and Organizing Work:</b> Defines and arranges activities in a logical and efficient manner. Effectively uses resources including time, money and materials.		X	
<b>Decision Making:</b> Shares information and involves appropriate others in the decision-making process. Makes timely, logical decisions. Decisions are modified based on new information when appropriate. Takes responsibility for decisions.		X	
<b>Customer Service:</b> Seeks feedback from internal and external customers. Anticipates customer needs and provides quality services to customers. Continuously searches for ways to increase customer satisfaction.			X
<b>Teamwork:</b> Contributes to organizational goals. Fosters collaboration among team members and among teams.		X	
<b>Interpersonal Relations:</b> Shows respect and tolerance for each person. Relates well to others, possesses good listening skills, and demonstrates trust, sensitivity and mutual respect. Recognizes the contributions diversity brings to job performance and creativity.			X

**COMMENTS**

Ms. Turcotte is a very conscientious worker and presents herself in a positive light. Her customer service is excellent and she does go above and beyond what is expected of her. Ms. Turcotte gets along well with all her co-workers.

<b>KNOWLEDGE &amp; SKILL</b>	Needs Improvement	Satisfactory	Outstanding
<b>Job Knowledge:</b> Demonstrates appropriate level of understanding of relevant job knowledge. Consistently expands job knowledge and keeps abreast of new developments in the field.		X	
<b>Oral Communications:</b> Speaks clearly and expresses self well in groups and in one-on-one conversations. Demonstrates attention to and conveys understanding of comments and questions of others.		X	
<b>Written Communications:</b> Conveys information clearly and effectively through formal and informal documents.		X	

**COMMENTS**

Ms. Turcotte has become quite knowledgeable of the OUI/HO section within her six months here. She continues to learn on a daily basis. She always speaks clearly and is respectful of the customers she deals with as well as her co-workers and supervisor.

TERMS & CONDITIONS		Needs Improvement	Satisfactory
<b>Works When Scheduled:</b> Begins and ends work when required. Calls in according to policy when arriving late for work or when absent. Observes policies on break and lunch periods. Uses work time appropriately.			X
<b>Requests and Uses Leave Time Appropriately:</b> Submits leave requests on a timely basis. Requests and uses the proper type of leave in accordance with established rules. Provides documentation for use of leave when required.			X
<b>Safety Clothing and Uniforms:</b> Wears appropriate safety clothing, if required. Wears full, regulation uniform, where required.			
<b>Observes Health, Safety and Sanitation Policies:</b> Observes established policies. Notifies proper authorities of circumstances or situations that present potential health or safety hazards.			X
<b>Follows All Other Rules and Policies:</b> Performs work according to rules and policies. Does not improperly use state property or knowingly permit others to do so. Does not engage in unauthorized activities during work time.			X
<b>Ergonomic Review:</b> Work Station has been reviewed and problem areas discussed with employee.			X
<b>COMMENTS</b>			

MANAGERS <input checked="" type="checkbox"/> (Check here if this Section does not apply)	Needs Improvement	Satisfactory	Outstanding
<b>Delegation/Follow-Up:</b> Assigns responsibilities. Delegates responsibility and empowers others. Removes obstacles. Allows for and contributes needed resources. Coordinates work efforts when necessary. Monitors progress.			
<b>Staffing:</b> Builds a strong team with complementary strengths. Forms the right structures and teams. Demonstrates leadership and holds employees accountable for safe work practices, fair employment practices and State and Federal AA/EEO requirements.			
<b>Coaching and Counseling:</b> Gives timely, specific feedback and helpful coaching. Adapts approach to each individual.			
<b>Employee Development:</b> Accurately assesses strengths and developmental needs of employees. Provides challenging assignments and opportunities for development.			
<b>Quality Focus:</b> Emphasizes the need to deliver quality services. Defines standards for quality and evaluates processes and services against those standards.			
<b>Planning and Organizing:</b> Develops short and long range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Integrates planning efforts across work units. Handles multiple demands and competing priorities. Manages meetings effectively.			
<b>COMMENTS</b>			

**SECTION 5 - EMPLOYEE DEVELOPMENT PLAN**

Indicate recommendations for further development and training for purposes of preparing the employee for additional responsibilities or for the improvement of current job.

Planned Development/Training Activities Agreed Upon by Employee and Supervisor.

Target Date

Actual Process  
(Did plan meet goals)?

**SECTION 6 - PERIODIC REVIEW (This can be initiated by either the employee or the supervisor)**

The employee and supervisor may meet AS NECESSARY to review progress toward or changes to previously established expectations. Use the space below to document the meeting. The employee and supervisor should date and initial the document at the time of each review. Use additional sheets if necessary.

Date: \_\_\_\_\_ (Initials) Employee: \_\_\_\_\_ (Initials) Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_ (Initials) Employee: \_\_\_\_\_ (Initials) Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_ (Initials) Employee: \_\_\_\_\_ (Initials) Supervisor: \_\_\_\_\_

**SECTION 7 - OVERALL PERFORMANCE RATING (Check One)**

☐ Exceeded Expectations:

Has exceeded overall performance expectations. Skilled in relation to the technical and/or managerial requirements of the job. Has skill to be consistently successful in meeting difficult challenges.

☒ Met Expectations:

Has successfully achieved performance expectations. In a few instances, may have exceeded some expectations and missed some, but on the balance, the individual has competently performed the duties of the job. Demonstrates the motivation to improve performance.

☐ Did Not Meet Expectations:

Has not completely or consistently met performance expectations. Met most expectations, but has not completely reached agreement upon standards of quantity or/quality for performance expectations.

**SECTION 8 - ADDITIONAL COMMENTS BY SUPERVISOR, IF APPROPRIATE**

**SECTION 9 - EMPLOYEE'S COMMENTS AND SIGNATURE**

Employee may comment on all or any part of the information contained in this document including the evaluation process. This may include suggestions or ideas for improvement in the unit or department. If the employee does not concur with the evaluation, check the appropriate box and explain reasons for disagreement.

- ☒ I understand my job and individual responsibilities, performance expectations and the terms and conditions under which I am expected to work.  
☒ (DO) ☐ (DO NOT) Concur with my supervisor's evaluation

EMPLOYEE SIGNATURE

*Gina L. Turcotte*

DATE

07/13/07

**SECTION 10 - MANAGEMENT APPROVAL****MERIT INCREASE**

- ☐ Yes ☐ No  
☐ Not Applicable

**PROBATION**

- ☐ Not Applicable  
☒ End ☐ Extend

I have personally discussed the content of this document with the employee

SUPERVISOR SIGNATURE/TITLE:

DATE

*Nancy Carrier*  
7-13-07

REVIEWER SIGNATURE/TITLE:

DATE

*Debra S. Hunt, Senior Section Mgr*  
7/12/07

AGENCY HEAD SIGNATURE/TITLE

DATE

*Colleen C. Cuthbert*  
7/17/07**USE THIS SPACE TO DOCUMENT ADVERSE DECISIONS ON MERIT INCREASE OR PROBATION:**