

ANNUAL PERFORMANCE EVALUATION
CITY CLERK CHERI SMITH

Please provide your comments regarding the City Clerk's performance in the following areas of responsibility. If the space provided is not sufficient, please feel free to attach additional pages. Rate each category of responsibility from 1 to 5 with 1 being "unacceptable," 2 being "below standards," 3 being "meets standards," 4 being "exceeds standards" and 5 being "outstanding."

I. RELATIONSHIP WITH MAYOR AND CITY COMMISSION

- a. Responds to Mayor and Commissioners concerns and answers questions promptly.

1 2 3 4 5

- b. Provides research upon request.

1 2 3 4 5

- c. Handles routine correspondence as required after Commission meetings.

1 2 3 4 5

COMMENTS:

In this area I see the staff in the department rated a 5, and would overall give the department a
5. My observations indicate that it is the staff who appears to be doing a majority of the work
under the direction of the Clerk with minimal output from that person herself.

II. INTERGOVERNMENTAL/INTERDEPARTMENTAL RELATIONS

- a. Implements and supports City policies.

1 2 3 4 5

- b. Demonstrates good working relationships with other City officials, department directors, and staff.

1 2 3 4 5

- c. Works closely with Supervisor of Elections

1 2 3 4 5

- d. Represents City in a professional manner when dealing with other agencies or jurisdictions.

1 2 3 4 5

- e. Schedules meetings in Commission Chambers

1 2 3 4 5

COMMENTS:

My observation indicates that certain policies should be more closely adhered to. I find this especially needed as those in management set the tone and the pace for which others, not only in the department but the entire city look to for example.

I am unaware of other agencies or jurisdictions with which the Clerk interacts. Item C appears to be a very small portion of the responsibilities and should be weighted as such. Item E appears to be a departmental function and not solely that of the Person themselves.

III. PUBLIC RECORDS REQUEST

- a. Responds promptly to provide requested information and other documents to departments, agencies and citizens.

1 2 3 4 5

COMMENTS:

This item, similar to others, is a reflection of the staff of the department. While the Clerk may take credit for the performance of a 5 on behalf of the department, observations do not indicated anything more than a 3, at best, for personal contribution to the effort.

IV. RECORDS MANAGEMENT PROGRAM

- a. Maintains all official City documents in organized and accessible manner.

1 2 3 4 5

- b. Scans and disposes of records on routine basis in accordance with City's Records Management Program and State law.

1 2 3 4 5

- c. Assists City officials, City employees and the public in retrieval and review of City records.

1 2 3 4 5

COMMENTS: Once again I would give a 5 to the overall department, but a lower score

to the individual. I am especially concerned with the Clerk's reliance on an outside consultant when determining what and when records are to be disposed - while not listening to the input of particular departments which require the information to be held for much greater periods of time - ie planning and building. I am also concerned with the perceived dependency of the Clerk on the consultant to be kept abreast of changes in State laws and emerging trends which may affect the practice of local government management.

LEGAL RESPONSIBILITIES

- a. Prepares advertising for ordinances, public hearings, elections, etc.

1 2 **3** 4 5

- b. Meets legal advertising deadlines in accordance with State Statutes, City Code and City Charter.

1 2 **3** 4 5

- c. Issues public notices to comply with Sunshine Law.

1 2 **3** 4 5

COMMENTS: This is an additional item where I see it as a department function and not that of the particular person

VI. CODIFICATION OF ORDINANCES

- a. Sends new ordinances to the publisher and distributes supplement to City Code in an efficient manner.

1 2 **3** 4 5

COMMENTS: Once again, I would high marks to the staff, as I have observed it is the staff who takes care of the updating and distribution of ordinance related materials

VII. ELECTIONS

- a. Provides routine information relative to elections, polling places, registration deadlines and provides voter registration forms.

1 **2** 3 4 5

- b. Prepares ballot language for all regular and special City elections.
1 ☒ 2 3 4 5
- c. Prepares all legal advertising and public notices for elections.
1 2 ☒ 3 4 5
- d. Qualifies candidates for City elections and assists in filing appropriate forms and reports.
1 2 ☒ 3 4 5
- e. Prepares informational booklet for candidates; monitors campaign treasurer's reports.
1 2 ☒ 3 4 5
- f. Coordinates with Supervisor of Election and handles City elections.
1 2 ☒ 3 4 5
- g. Maintains all records on elections, candidates, treasurer's reports.
1 2 ☒ 3 4 5

COMMENTS: I have never been aware of information for the voter to be available in City Hall as alluded to in item 7A. 7B appears to be prepared by legal staff – and perhaps transmitted by the Clerk. It is my understanding that legal advertising and notices for elections are prepared by the Supervisor of Elections. 7D while the Clerk may have the final sign-off, it has always been my experience that staff was instrumental in the qualifications “check-offs” and assistance with various forms and reports – not the Clerk herself.

VIII. OFFICE MANAGEMENT/PROFESSIONALISM

- a. Maintains office in efficient, neat and organized manner.
1 2 ☒ 3 4 5
- b. Reflects positive attitude and encourages office employees to do the same.
1 2 ☒ 3 4 5
- c. Ensures that employees are trained to provide accurate and timely information to City officials, City departments and the public and handle office affairs in absence of City Clerk.
1 ☒ 2 3 4 5
- d. Delegates responsibility and authority to subordinates.
1 2 3 4 ☒ 5

- e. Supports and facilitates professional growth and development.

1 ☒ 2 3 4 5

COMMENTS:

Observations indicate that initiatives for additional knowledge and growth are a result of staff desire for personal improvement and growth and not leadership. A recent exchange, loud enough to be heard by the public entering the building, implied management frustration with a recent staff achievement rather than praise. I found this to be disappointing management behavior.

Professionalism should also be adhered to in the setting of standards of attendance.

IX. PUBLIC RELATIONS

- a. Maintains professional and helpful attitude when dealing with the public.

1 2 ☒ 3 4 5

- b. Responds to routine requests for information.

1 2 ☒ 3 4 5

- c. Provides notary service.

☒ 1 2 3 4 5

COMMENTS:

This is another area where high kudos should be given to the department – since they are the ones

I observe having most of the interactions while the clerk remains in her office.

If the clerk provides notary service, I am not aware it. If it is provided, is it available to the general public or only for notarization of city produced and required documents?

X. PERSONAL TRAITS

- a. **Attitude:** Shows enthusiasm and interest in the job; willing to accept challenges and new ideas; willing to cooperate.

1 ☒ 2 3 4 5

- b. **Professionalism:** strives to improve the professional image of the City as well as the office.

1 ☒ 2 3 4 5

- c. **Dependability:** Is dependable, trustworthy and reliable.

1 ☒ 2 3 4 5

COMMENTS :

My observations indicate a comfort level with a continued "status quo" and continuing practices representative of an attitude of "that's how it's always been". I look to management to set examples of business attire (fitting to the execution of city duties), efficient time management for city purposes, effective use of working hours, as well as adherence to time obligations. A professional environment should be maintained for those working in the area, as well as those who come into the area.

When requesting public cooperation at public meetings, requests can made professionally – rather than dictatorially and condescendingly. Such announcement should be made with composure and attitude appropriate to the position.

GENERAL COMMENTS:

The items shown for evaluation should be revisited to indicate the person and not the department. Some of the items appear outdated and should be discarded in view of currency.

ADDITIONAL AREAS FOR EVALUATION -----

❖ FISCAL MANAGEMENT

- Makes the best possible use of available funds, conscious of the need to operate the local government efficiently and effectively
- Prepares a budget and budgetary recommendations in clear terms and accompanying justifications with priorities
- Ensures actions and decisions reflect an appropriate level of responsibility for financial planning and accountability
- Appropriately monitors and manages fiscal activities of the department

If I were to rate this area today I would give it a 2.5. This is in view of the continued use of a consultant and additional staffing when more effective use of the clerk's own time could be used for such activities.

❖ STAFFING AND SUPERVISION

- Manages staff effectively
- Encourages teamwork and problem-solving skills
- Improves staff performance by setting goals and objectives; provides training and monitoring of staff new to positions under their supervision to examine work products and responsible fulfillment to assure city policies, procedures, and standards are adhered to; provides periodic progress feedback to such new staff and provides plan for corrective improvement or other action.
- Maintains adherence to City policies in all areas.

If I were to rate this area today I would give a 3 with regard to experienced staff and a 2 regarding new persons to the staff.

SUGGESTED IMPROVEMENT RECOMMENDED FUTURE GOALS:

- ~ Avoid contentment with the "status quo".
- ~ Provide execution of responsibilities commensurate with the position and salary provided.
- ~ ~~Provide a document which is easily completed electronically and not sent out in PDF format to the evaluators.~~

Rated by: Margaret Romero
City Commission
District 5

Date: 5/13/16