



City Clerk's Performance Evaluation

City of Key West

Evaluation period: June 2025- June 2026

Each member of the governing body should complete this evaluation form, sign it in the space below and return it to the City Clerk's Office.

*Monica Austell*

\_\_\_\_\_  
Governing Body Member's Signature

5/22/2026

\_\_\_\_\_  
Date Submitted

## INSTRUCTIONS

This evaluation form contains seven categories of evaluation criteria. Each category contains a statement to describe a behavior standard in that category. For each statement, use the following scale to indicate your rating of the city clerk's performance.

- 5 = Excellent** (almost always exceeds the performance standard)
- 4 = Above average** (generally exceeds the performance standard)
- 3 = Average** (generally meets the performance standard)
- 2 = Below average** (usually does not meet the performance standard)
- 1 = Poor** (rarely meets the performance standard)

This evaluation form also contains a provision for entering narrative comments, including an opportunity to enter responses to specific questions and an opportunity to list any comments you believe appropriate and pertinent to the rating period. Please write legibly.

Leave all pages of this evaluation form attached. Initial each page. Sign and date the cover page. On the date space of the cover page, enter the date the evaluation form was submitted. All evaluations presented prior to the deadline identified on the cover page will be summarized into a performance evaluation to be presented by the governing body to the city manager as part of the agenda for the meeting indicated on the cover page.

## PERFORMANCE CATEGORY SCORING

### 1. INDIVIDUAL CHARACTERISTICS

- 5   Diligent and thorough in the discharge of duties, "self-starter", displays initiative
- 5   Exercises good judgment and treats all professionally and uniform
- 5   Displays enthusiasm, cooperation, and willingness to adapt
- 5   Mental and physical stamina appropriate for the position, exhibits good attendance
- 5   Exhibits composure, appearance and attitude appropriate for position

Add the values from above and enter the subtotal   25   ÷ 5 =   5   score for this category

**2. PROFESSIONAL SKILLS AND STATUS**

- 5 Maintains knowledge of current developments affecting best practice of profession and management
- 5 Produces quality, accurate work on a consistent basis; Manages office and staff efficiently
- 5 Anticipates and analyzes problems to develop effective approaches for solving them
- 5 Willing to try new ideas proposed by governing body members and/or staff
- 5 Sets a professional example by handling the affairs of the office in a fair and impartial manner

Add the values from above and enter the subtotal 25 ÷ 5 = 5 score for this category

**3. RELATIONS WITH ELECTED MEMBERS OF THE GOVERNING BODY**

- 5 Responds to Mayor and Commissioners' concerns timely and answers questions promptly
- 5 Provides research upon request
- 5 Handles assigned correspondence promptly
- 5 Displays professional written and oral communication
- 5 Responds well to requests, advice, and constructive criticism

Add the values from above and enter the subtotal 25 ÷ 5 = 5 score for this category

**4. INTERGOVERNMENTAL/INTERDEPARTMENTAL RELATIONS**

- 5 Supports city policies, other charter officials and department directors
- 5 Works effectively with outside agencies to maintain city compliance
- 5 Understands, supports, and enforces local government's laws, policies, and ordinances
- 5 Seen as a 'team player' and helpful to other city departments
- 5 Represents city in a professional manner when interacting with other agencies or jurisdictions

Add the values from above and enter the subtotal 25 ÷ 5 = 5 score for this category

**5. JOB KNOWLEDGE/LEGAL RESPONSIBILITIES**

- 5 Provides and demonstrates a solid understanding of roles and responsibilities
- 5 Maintains compliance with all legal noticing and helps to guide other departments accordingly
- 5 Ensures local ordinances are codified with publisher
- 5 Completes annual reporting as required (Records Management, Financial Disclosure Filing List)
- 5 Renders all LDR ordinances and development plans with FL Department of Commerce within deadlines to ensure compliance

Add the values from above and enter the subtotal 25 ÷ 5 = 5 score for this category

**6. CITIZEN RELATIONS**

- 5 Responsive to public records requests in a timely manner
- 5 Demonstrates a dedication to service to the community and its citizens
- 5 Maintains a nonpartisan approach in dealing with commission/city items
- 5 Interacts with all citizens in a non-biased, professional manner
- 5 Registers domestic partnerships

Add the values from above and enter the subtotal 25 ÷ 5 = 5 score for this category

**7. ELECTION DUTIES**

- 5 Prepares advertisements for special elections
- 5 Qualifies candidates for local elections and reconciles campaign finance filings
- 5 Maintains positive working relationship with supervisor of elections
- 5 Prepares ballot language (including translation) for all regular and special elections
- 5 Monitors election results and assists management with on-boarding new elected officials

Add the values from above and enter the subtotal 25 ÷ 5 = 5 score for this category

## NARRATIVE EVALUATION

What would you identify as the clerk's strength(s), expressed in terms of the principle results achieved during the rating period? Keri has a calm and professional demeanor. I've never seen her lose her cool. She is extremely well-organized and efficient. She is fair and respectful to all. The clerk's office handles a large volume of information with accuracy and efficiency. It's impressive that a staff of only two persons (Keri and Donna) manages all city documents including agendas for all city boards; attends and takes minutes at all board meetings; advertises all meetings, ordinances and legal notices; responds to public records requests and commissioners' requests for documents now handles election data and information; and more.

---

---

What performance area(s) would you identify as most critical for improvement? The election information would be more accessible to the general public if a button on the home page of the city site led to it directly. I don't think too many people will find it within the "About the Office of the City Clerk" page. This will be the first election where the city clerk shares election duties with the Supervisor of Elections, so some extra effort should be made to make this information known.

---

---

---

