



EMPLOYEE DEVELOPMENT

I. PURPOSE

To provide exceptional customer service by maintaining a high standard of professionalism through competent, well-trained employees.

II. SCOPE

This policy applies to all City employees.

III. POLICY

City employees and their supervisors are responsible for the employee's professional development.

IV. PROCEDURE

A. Responsibility

1. *Individual Employee*

Each employee is accountable for her/his job performance. Employees should request training from their supervisor in the areas that need improvement.

2. *Immediate Supervisor*

The immediate supervisor is responsible for the development of his/her employees. At a minimum, employees should be able to perform their essential job duties and consistently exhibit behavior which is aligned with the City's Values statement. Supervisors should ensure their employees are well trained to perform their job duties and deliver exceptional service delivery and customer service.



B. Unacceptable Job Performance

When an employee's job performance is unacceptable and/or below standard, the immediate supervisor has the responsibility to work with the employee to improve their job performance.

1. *Letter of Counseling*

Supervisors should write and go over a letter of counseling with the employee letting him/her know the specific problem, the supervisor's expectation of the employee, and possible consequences if those expectations are not met.

If unacceptable job performance continues, supervisors should identify and provide the help the employee needs to perform his/her job. This could be closer more frequent supervision for a certain period of time and/or training.

- Before the employee attends the training or the closer supervision begins, the supervisor should set clear expectations of what the employee's job performance standards are, a time-specific date for those standards to be met, possible consequences if those standards are not met.

2. *Disciplinary Action*

If employee's performance does not improve and/or continues to be unacceptable, supervisors should recommend proper disciplinary action to be taken.

Supervisors will be held accountable for an employee performing below standards.

See [Disciplinary Action #450](#), III.