

Employee Performance Standards

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Policy Statement

The standards contained in this policy communicate performance expectations to all Whatcom County Sheriff's Office personnel.

Supervisors will use these standards to guide employees in the daily performance of their duties. These standards form the basis for periodic [employee evaluations](#).

Persons Affected

All Sheriff's Office personnel

Communication

Sheriff's Office personnel are expected to demonstrate through their actions that they understand the importance of effective communication, both general and written

Examples of expected individual performance:

- Exchanges information; shares information appropriately with other employees and supervisors.
- Listens carefully.
- Demonstrates effective verbal communication skills.
- Interacts well with Peers, colleagues, and the public.
- Reports are clear and concise and free of spelling and grammar errors.
- Reports contain all necessary elements to achieve the purpose intended.
- Work is accurate, precise, neat, complete and timely.

Independent Work

Sheriff's Office personnel are expected to use their training and experience to accomplish Sheriff's Office missions.

Examples of expected individual performance:

- Recognizes and completes work without prompting from supervisor.
- Takes independent action when appropriate.
- Keeps appropriate persons informed of work activities, especially supervisors.

Knowledge, Skills and Abilities

Sheriff's Office personnel are expected to maintain levels of knowledge and expertise commensurate with their duties. Sheriff's Office personnel are expected to effectively solve problems by making decisions that demonstrate sound judgment.

Examples of expected individual performance:

- Demonstrates appropriate job skills and abilities.
- Continuously seeks additional knowledge in job-related fields; shares this knowledge with others.
- Actively seeks opportunities for training and skill maintenance and enhancement.
- Demonstrates a working knowledge of and compliance with applicable agency directives.
- Resolves common problems without assistance.
- Applies experiential knowledge to current situations; places events in the proper context.
- Perceives situations as they actually are; uses common sense.

Work Quality

Sheriff's Office personnel are expected to produce high quality work in quantities that contribute to progress towards team objectives.

Examples of expected individual performance:

- Presents professional work products that demonstrate care and contain few errors.
- Produces a quantity of work that is consistent with the expectations of the position.
- Organizes work and uses time efficiently.
- Delivers work products or outcomes in a consistent, dependable manner.
- Proposes or implements efficiencies.
- Initiates projects, ideas and suggestions commensurate with position and experience.

Leadership and Teamwork

Sheriff's Office personnel are expected to organize and influence people to achieve common goals, whether or not they have formal authority. Sheriff's Office personnel are expected to work as a team, as expressed by the Sheriff's Office's teamwork value: "We believe success is achieved by working together and in partnership with our community with openness, humility, resolve and respect." Sheriff's Office personnel are expected to be dependable.

Examples of expected individual performance:

- Maintains awareness of broad, longer-term objectives and works to ensure that all parties share this awareness while seeking solutions.
- Puts goals of the group ahead of one's own agenda, and supports and acts in accordance with group's final decisions even when such decisions may not reflect one's own position.
- Provides feedback that is clear, constructive and direct. Articulates the impact of observed actions and checks for understanding.
- Solicits the input of others who may be affected by plans or actions.
- Gives credit and recognition to others.
- Displays command presence during stressful situations; maintains calm and self-control.
- Actively promotes a 'non-gossip' environment and takes corrective action with employees who engage in gossip.
- Does not speak negatively about subordinates in front of other subordinates.
- Demonstrates a genuine interest in and a desire to assist and participate with others (e.g., community members, peers, and supervisors).
- Maintains positive, professional and friendly relationship with all colleagues.
- Solicits and fosters relationships with other agencies.
- Cooperates with coworkers.
- Encourages and compliments others.