

**MUNICIPAL SERVICES SUPERVISOR
Training Needs Assessment Evaluation Form**

Personal/Position Information

Name: _____

Period Covered: _____

Position: _____

Reviewed by: _____

Title: _____

Position Start Date: _____

Community: _____

Region: _____

MUNICIPAL SERVICES SUPERVISOR Performance Evaluation Form

Instructions:

The information contained in this evaluation is strictly confidential. The supervisor will meet with the employee to review the employee's performance and complete the Community Government Performance Evaluation Form. Input from the employee is critical. The employee will have an opportunity to make comments concerning the review in the employee comments section of this form. The information will be used to develop an individual training plan for the employee as well as a training plan for the community.

The employee will be rated as follows for each competency (P):

Each competency is to be rated as follows (S):

1 – Needs significant improvement – employee is unable to complete the task or perform the function in a satisfactory manner even though assistance is routinely provided

2 – Needs improvement - employee can complete the task or perform the function with considerable assistance

3 – Satisfactory – employees can complete the task or perform the function in a satisfactory manner with little or no assistance

4 – Very good – employee consistently completes the task or performs the function in an above average manner with little or no assistance

5 – Outstanding – employee consistently completes the task or performs the function at a very high level with little or no assistance

1 – Competency has little significant to the position

2 – Competency has minor significance to the position

3 – Competency is important to the position

4 – Competency has major significance to the position

5 – Competency is critical to the effective performance of the position

For more information on how to complete this review please contact the Regional Office of the Department of Municipal and Community Affairs or the MACA School of Community Government.

MUNICIPAL SERVICES SUPERVISOR

Training Needs Assessment Evaluation Form

Major Category	Skill	Subskill																													
Community Works Management	Monitor conditions	Monitor condition of water and sanitation systems	Monitor condition of roads, walkways, bridges and drainage systems	Monitor condition of mobile and stationary equipment	Monitor fire protection systems and equipment	Monitor condition of public buildings	Practice energy conservation	P		S	5	P		S	5	P		S	5	P		S	5	P		S	5	P		S	4
		Possess working knowledge of mobile and stationary equipment	Ensure that preventative maintenance is performed on mobile and stationary equipment	Ensure that repairs are done on mobile and stationary equipment	Ensure safe operation of mobile and stationary equipment	Maintain equipment standards and specifications					P		S	5	P		S	5	P		S	5	P		S	5					
	Manage water and sanitation systems	Ensure adherence to applicable legislation	Ensure proper record keeping	Accommodate regulators	Ensure proper operation of water distribution systems	Ensure proper wastewater procedures are followed	Ensure sewage lagoon system is functioning properly	P		S	5	P		S	5	P		S	5	P		S	5	P		S	5	P		S	5
		Ensure proper operation of solid waste systems						P		S	5																				

MUNICIPAL SERVICES SUPERVISOR

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Community Works Management	Manage maintenance and repairs to public buildings	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Possess working knowledge of building systems</td> <td style="width: 16.6%;">Co-ordinate maintenance and repairs to plumbing systems</td> <td style="width: 16.6%;">Co-ordinate maintenance and repairs to fire protection systems and equipment</td> <td style="width: 16.6%;">Co-ordinate maintenance and repairs to structural systems</td> <td style="width: 16.6%;">Co-ordinate maintenance and repairs to electrical systems</td> <td style="width: 16.6%;">Co-ordinate maintenance and repairs to small equipment, pumps and motors</td> </tr> <tr> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 5</td> </tr> </table>	Possess working knowledge of building systems	Co-ordinate maintenance and repairs to plumbing systems	Co-ordinate maintenance and repairs to fire protection systems and equipment	Co-ordinate maintenance and repairs to structural systems	Co-ordinate maintenance and repairs to electrical systems	Co-ordinate maintenance and repairs to small equipment, pumps and motors	P S 5	P S 5	P S 5	P S 5	P S 5	P S 5
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Manage municipal roads		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Possess working knowledge of road construction and maintenance</td> <td style="width: 16.6%;">Co-ordinate road/highway maintenance programs</td> <td style="width: 16.6%;">Co-ordinate maintenance of road signs</td> <td style="width: 16.6%;">Monitor quarries and granular supply</td> <td style="width: 16.6%;">Possess knowledge of load restrictions for municipal roads</td> <td style="width: 16.6%;">Co-ordinate dust suppression programs</td> </tr> <tr> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 5</td> <td style="text-align: center;">P S 5</td> </tr> </table>	Possess working knowledge of road construction and maintenance	Co-ordinate road/highway maintenance programs	Co-ordinate maintenance of road signs	Monitor quarries and granular supply	Possess knowledge of load restrictions for municipal roads	Co-ordinate dust suppression programs	P S 5	P S 5	P S 5	P S 5	P S 5	P S 5
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Major Category	Skill	Subskill						
Administration	Conduct planning	Provide assistance and advice for community planning	Provide assistance and advice for business planning	Provide assistance and advice for preparation of capital plan	Assist with implementation of capital plans	Provide assistance and advice for capital works projects	Prepare plans for short-term works projects	
		P S 4	P S 4	P S 4	P S 4	P S 4	P S 4	
	Conduct planning	Set objectives	Track and analyze historical data					
		P S 4	P S 4					
Participate in Risk Management Planning		Assess risk	Manage risk	Be aware of required insurance coverage for community assets	Implement loss control system	Address liability issues		
		P S 5	P S 5	P S 4	P S 4	P S 4		
Manage budgets		Draft operation and maintenance budgets	Assist with grant applications and proposals	Draft submissions for applicable capital expenditures	Monitor and control costs	Perform cost-benefit analysis	Recommend budget revisions	
		P S 5	P S 3	P S 4	P S 4	P S 4	P S 4	

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Technical Skills	Practice technical skills	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Use survey equipment</td> <td style="width: 16.6%;">Read building specifications, blueprints and as-builts</td> <td style="width: 16.6%;">Read technical documents</td> <td style="width: 16.6%;">Draft technical documents</td> <td style="width: 16.6%;">Possess working knowledge of operation and maintenance of heavy equipment</td> <td style="width: 16.6%;">Possess working knowledge of pumps, valves, motors and gauges</td> </tr> <tr> <td>P S 3</td> <td>P S 4</td> <td>P S 4</td> <td>P S 4</td> <td>P S 5</td> <td>P S 5</td> </tr> </table>	Use survey equipment	Read building specifications, blueprints and as-builts	Read technical documents	Draft technical documents	Possess working knowledge of operation and maintenance of heavy equipment	Possess working knowledge of pumps, valves, motors and gauges	P S 3	P S 4	P S 4	P S 4	P S 5	P S 5
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Human Resource Management	Possess computer skills	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Use word processing software programs</td> <td style="width: 16.6%;">Use spreadsheet software programs</td> <td style="width: 16.6%;">Use database software programs</td> <td style="width: 16.6%;">Use e-mail and Internet</td> <td style="width: 16.6%;">Use MMOS</td> <td></td> </tr> <tr> <td>P S 4</td> <td>P S 4</td> <td>P S 4</td> <td>P S 4</td> <td>P S 4</td> <td></td> </tr> </table>	Use word processing software programs	Use spreadsheet software programs	Use database software programs	Use e-mail and Internet	Use MMOS		P S 4	P S 4	P S 4	P S 4	P S 4	
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Develop staff	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Develop skills and competencies</td> <td style="width: 16.6%;">Identify training needs</td> <td style="width: 16.6%;">Provide training and development opportunities</td> <td style="width: 16.6%;">Conduct training sessions and workshops</td> <td style="width: 16.6%;">Apply personnel policies and procedures</td> <td></td> </tr> <tr> <td>P S 5</td> <td>P S 4</td> <td>P S 4</td> <td>P S 4</td> <td>P S 5</td> <td></td> </tr> </table>	Develop skills and competencies	Identify training needs	Provide training and development opportunities	Conduct training sessions and workshops	Apply personnel policies and procedures		P S 5	P S 4	P S 4	P S 4	P S 5		
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Communication	Use effective communication	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Read and comprehend business documents</td> <td style="width: 16.6%;">Write clearly and concisely</td> <td style="width: 16.6%;">Practice listening skills</td> <td style="width: 16.6%;">Speak effectively</td> <td style="width: 16.6%;">Make presentations</td> <td></td> </tr> <tr> <td>P S 4</td> <td>P S 4</td> <td>P S 5</td> <td>P S 5</td> <td>P S 3</td> <td></td> </tr> </table>	Read and comprehend business documents	Write clearly and concisely	Practice listening skills	Speak effectively	Make presentations		P S 4	P S 4	P S 5	P S 5	P S 3	
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Legislation	Comply with policies and regulations	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Comply with territorial acts and regulations</td> <td style="width: 16.6%;">Comply with federal acts and regulations</td> <td style="width: 16.6%;">Comply with municipal acts and regulations</td> <td style="width: 16.6%;">Comply with council resolutions and policies</td> <td></td> <td></td> </tr> <tr> <td>P S </td> <td>P S </td> <td>P S </td> <td>P S </td> <td></td> <td></td> </tr> </table>	Comply with territorial acts and regulations	Comply with federal acts and regulations	Comply with municipal acts and regulations	Comply with council resolutions and policies			P S	P S	P S	P S		
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Major Category	Skill	Subskill					
Communication	Use effective communication	Practice listening skills	Speak effectively	Maintain customer service			
		P S 4	P S 4	P S 4			
Professionalism	Demonstrate good work habits	Manage stress	Take direction	Be self-motivated	Be depended-able	Maintain confidentiality	Make effective decisions
		P S 4	P S 5	P S 5	P S 5	P S 5	P S 4
	Demonstrate good work habits	Manage time	Perform related duties	Be punctual	Be flexible	Be organized	Work with minimal supervision
		P S 5	P S 4	P S 5	P S 4	P S 5	P S 5
		Meet deadlines	Use analytical skills	Be responsible	Be a team player		
		P S 5	P S 5	P S 5	P S 5		
	Demonstrate positive personal attributes and ethical behaviour	Accept change	Adapt to situations	Compromise	Separate personal and professional life	Take training	Be patient
		P S 5	P S 4	P S 5	P S 5	P S 5	P S 5
	Demonstrate positive personal attributes and ethical behaviour	Maintain a positive attitude	Be honest	Possess a sense of humour			
		P S 5	P S 5	P S 4			
Respect self and others		Display tact	Cooperate with others	Respond positively to others	Be courteous		
		P S 5	P S 5	P S 5	P S 4		

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Comments:

1. Supervisor's comments

2. Expectations for the coming year/work plan

**MUNICIPAL SERVICES SUPERVISOR
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3. Employee goals and objectives

4. Career Goals

MUNICIPAL SERVICES SUPERVISOR Training Needs Assessment Evaluation Form

5. Recommended training

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6. Employee Comments

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Employee:	Supervisor:
Title:	Title:
Signature:	Signature:
Date:	Date: