

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

Personal/Position Information

Name: _____

Period Covered: _____

Position: _____

Reviewed by: _____

Title: _____

Position Start Date: _____

Community: _____

Region: _____

MUNICIPAL SERVICES WORKER

Training Needs Assessment 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:

Each competency is to be rated as follows:

- 1 – Needs significant improvement – employee is unable to complete task or perform function in a satisfactory manner even though assistance is routinely provided
- 2 – Needs improvement - employee can complete task or perform function with considerable assistance
- 3 – Satisfactory – employee can complete task or perform function in a satisfactory manner with little or no assistance
- 4 – Very good – employee consistently completes task or performs functions in an above average manner with little or no assistance
- 5 – Outstanding – employee consistently completed task or performs function at a very high level with little or no assistance

- 1 – Competency has little significance 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.

MUNCIPAL SERVICES WORKER

Training Needs Assessment Evaluation Form

Major Category	Skill	Subskill														
Community Works Programs	Assist with the Sanitation System	Pick up refuse from residential buildings, businesses and other facilities as per schedule	Deliver refuse to solid waste site	Maintain records of pickups	Safely operate garbage truck	Conduct pre-operation vehicle check	Keep equipment clean as per Public Health Standards									
		P	S	5	P	S	5	P	S	5	P	S	5	P	S	5
		Inform foreman of mechanical problems	Assist mechanics with vehicle repair	Ensure vehicle is parked in its proper place after hours	Ensure vehicle is secured to prevent vandalism	Follow schedules	Inform foreman of client concerns									
		P	S	4	P	S	4	P	S	4	P	S	4	P	S	4
		Assist with mobile equipment	Assist with mobile equipment	Inspect mobile and stationary equipment	Possess working knowledge of mobile and stationary equipment	Maintain mobile and stationary equipment	Repair mobile and stationary equipment	Operate mobile and stationary equipment	Monitor equipment standards and specifications							
				P	S	4	P	S	4	P	S	4	P	S	4	P

MUNICIPAL SERVICES WORKER

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Major Category	Skill	Subskill																																								
Community Works Programs	Maintain sanitation system	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Keep vehicles and equipment clean</td> <td style="width: 15%;">Possess working knowledge of service and maintenance schedules and procedures</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">P</td> <td style="text-align: center;">S</td> <td style="text-align: center;">4</td> <td style="text-align: center;">P</td> <td style="text-align: center;">S</td> <td style="text-align: center;">4</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	Keep vehicles and equipment clean	Possess working knowledge of service and maintenance schedules and procedures																			P	S	4	P	S	4														
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Maintain Workplace Safety	Practice workplace health and safety	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Adhere to occupational health and safety regulations</td> <td style="width: 15%;">Possess knowledge of spill response guidelines and procedures</td> <td style="width: 15%;">Assess workplace hazards</td> <td style="width: 15%;">Meet Transportation of Dangerous Goods guidelines</td> <td style="width: 15%;">Maintain CPR and First Aid certification</td> <td style="width: 15%;">Meet WHMIS guidelines</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">P</td> <td style="text-align: center;">S</td> <td style="text-align: center;">4</td> <td style="text-align: center;">P</td> <td style="text-align: center;">S</td> <td style="text-align: center;">4</td> <td style="text-align: center;">P</td> <td style="text-align: center;">S</td> <td style="text-align: center;">4</td> <td style="text-align: center;">P</td> <td style="text-align: center;">S</td> <td style="text-align: center;">4</td> <td style="text-align: center;">P</td> <td style="text-align: center;">S</td> <td style="text-align: center;">4</td> <td style="text-align: center;">P</td> <td style="text-align: center;">S</td> <td style="text-align: center;">4</td> <td></td> <td></td> </tr> </table>	Adhere to occupational health and safety regulations	Possess knowledge of spill response guidelines and procedures	Assess workplace hazards	Meet Transportation of Dangerous Goods guidelines	Maintain CPR and First Aid certification	Meet WHMIS guidelines															P	S	4	P	S	4	P	S	4	P	S	4	P	S	4	P	S	4		
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		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Maintain minimum housekeeping standards</td> <td style="width: 15%;">Possess knowledge of emergency response procedures</td> <td style="width: 15%;">Posses knowledge of fire fighting procedures</td> <td style="width: 15%;">Safely store chemicals</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">P</td> <td style="text-align: center;">S</td> <td style="text-align: center;">4</td> <td style="text-align: center;">P</td> <td style="text-align: center;">S</td> <td style="text-align: center;">4</td> <td style="text-align: center;">P</td> <td style="text-align: center;">S</td> <td style="text-align: center;">4</td> <td style="text-align: center;">P</td> <td style="text-align: center;">S</td> <td style="text-align: center;">4</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	Maintain minimum housekeeping standards	Possess knowledge of emergency response procedures	Posses knowledge of fire fighting procedures	Safely store chemicals																	P	S	4	P	S	4	P	S	4	P	S	4								
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P	S	4	P	S	4	P	S	4	P	S	4																															
Perform Administrative Functions	Participate in risk management planning	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Assess risk</td> <td style="width: 15%;">Manage risk</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">P</td> <td style="text-align: center;">S</td> <td style="text-align: center;">4</td> <td style="text-align: center;">P</td> <td style="text-align: center;">S</td> <td style="text-align: center;">4</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	Assess risk	Manage risk																			P	S	4	P	S	4														
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	Provide information management	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Keep daily reports</td> <td style="width: 15%;">Generate daily report data</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">P</td> <td style="text-align: center;">S</td> <td style="text-align: center;">4</td> <td style="text-align: center;">P</td> <td style="text-align: center;">S</td> <td style="text-align: center;">4</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	Keep daily reports	Generate daily report data																			P	S	4	P	S	4														
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Major Category	Skill	Subskill																		
Perform Administrative Functions	Maintain inventory	Take inventory																		
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">P</td><td style="width: 5%;"></td><td style="width: 5%;">S</td><td style="width: 5%;">4</td> <td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td> <td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td> <td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td> <td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td> </tr> </table>	P		S	4														
P		S	4																	
	Schedule work	Establish preventive maintenance schedules																		
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">P</td><td style="width: 5%;"></td><td style="width: 5%;">S</td><td style="width: 5%;">4</td> <td style="width: 5%;">P</td><td style="width: 5%;"></td><td style="width: 5%;">S</td><td style="width: 5%;">4</td> <td style="width: 5%;">P</td><td style="width: 5%;"></td><td style="width: 5%;">S</td><td style="width: 5%;"></td> <td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td> <td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td> </tr> </table>	P		S	4	P		S	4	P		S							
P		S	4	P		S	4	P		S										
Technical Skills/Qualifications	Possess computer skills	Operate the computerized maintenance management system																		
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">P</td><td style="width: 5%;"></td><td style="width: 5%;">S</td><td style="width: 5%;">4</td> <td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td> <td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td> <td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td> <td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td> </tr> </table>	P		S	4														
P		S	4																	
	Possess operational skills	Possess mechanical skills to assist with maintenance																		
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P		S	4	P		S	4	P		S	4	P		S	4	P		S	4	
Human Resource Management	Work in a team environment	Work cooperatively with others																		
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P		S	4	P		S	3													
Communication	Use effective communication	Practice listening skills																		
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;">P</td><td style="width: 5%;"></td><td style="width: 5%;">S</td><td style="width: 5%;">4</td> <td style="width: 5%;">P</td><td style="width: 5%;"></td><td style="width: 5%;">S</td><td style="width: 5%;">4</td> <td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td> <td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td> <td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td><td style="width: 5%;"></td> </tr> </table>	P		S	4	P		S	4										
P		S	4	P		S	4													

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Major Category	Skill	Subskill																							
	Maintain public relations	Maintain customer service	Maintain tenant relations	Assist with community events	Liaise with community organizations and agencies																				
		P		S	3	P		S	3	P		S	3	P		S	3								
Legislation	Comply with policies and regulations	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	5	P		S	5	P		S	5	P		S	5								
Professionalism	Demonstrate good work habits	Manage stress	Take direction	Motivate self	Demonstrate dependability and accountability	Make decisions	Manage time																		
		P		S	4	P		S	4	P		S	4	P		S	4	P		S	4	P		S	4
		Demonstrate willingness to perform alternate duties as required	Demonstrate punctuality	Demonstrate flexibility	Demonstrate organizational abilities	Work with minimal supervision	Meet deadlines																		
		P		S	4	P		S	4	P		S	4	P		S	4	P		S	4	P		S	4
Professionalism	Demonstrate good work habits	Employ analytical skills	Demonstrate responsibility	Be a team player																					
		P		S	4	P		S	4	P		S	4												
	Possess cultural and political knowledge	Practice cross cultural skills	Be familiar with political situation	Be familiar with political situation	Possess knowledge of community																				
		P		S	4	P		S	4	P		S	4	P		S	4								

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	Demonstrate positive personal attributes and ethical behaviour	Accept change	Adapt to situations	Separate personal and professional life	Pursue personal and professional development	Demonstrate patience	Maintain a positive attitude											
		P S 4	P S 4	P S 4	P S 4	P S 4	P S 4	P S 4										
		Demonstrate honesty		Possess sense of humour														
	Respect self and others	Display tact	Cooperate with others	Demonstrate courtesy														
		P S 4	P S 4	P S 4														
		Display tact		Cooperate with others		Demonstrate courtesy												

**MUNICIPAL SERVICES WORKER
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Comments:

1. Supervisor's comments

2. Expectations for the coming year/work plan

**MUNICIPAL SERVICES WORKER
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3. Employee goals and objectives

4. Career Goals

MUNICIPAL SERVICES WORKER 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: