

ACES Final Review Rating Definitions

- 1) **Exceptional:** Performance in this category consistently far exceeds requirements, reaching a level found only in a small percentage of managers. Exceptional performance is associated with work on a project or objective outside the ongoing area of responsibility and which resulted in measurable impact. This rating is not attainable by someone exclusively performing their regular duties flawlessly. Achievements, effort, and results are well beyond those expected at this management level, and contributed to a significant organizational accomplishment in terms of increased efficiency, innovative approaches, or significant cost savings. This exceptional manager sustains exemplary accomplishments at the highest level throughout the evaluation period; providing exemplary support to the contributions of the organization; and demonstrates “whatever it takes” and “above and beyond” philosophy.
- 2) **Exceeds Expectations:** Performance in this category consistently exceeds performance standards for assigned responsibilities. The manager who exceeds expectations requires little supervision, regularly brings forward and champions strategies for improving services and/or reducing costs, and surpasses required standards and performance expectations. He or she is committed to continuous improvement and enhanced services, and displays deep dedication to the agency’s mission and goals. There is little if any room for improvement in fulfilling their regular job functions and agency strategic objectives.
- 3) **Meets Expectations:** Performance in this category meets performance standards. Managers who meet expectations consistently deliver expected results, fulfill most job requirements and goals, and are valued members of the management team. These are solid accomplished managers who significantly contribute to the success of the agency and have a positive impact on the organization. Performance is on par with other managers and is what is anticipated for their level of responsibility.
- 4) **Does Not Meet Expectations:** Performance in this category is consistently unacceptable. Managers who do not meet expectations need significant measurable improvement in the near future or face disciplinary action up to and including termination in the next six months.