

CITY OF FLAGSTAFF

City Employee Directives

No. 4-048

Title: **QUALITY STEP INCREASE**

Effective: **July 1, 1999**

Revision: **August 29, 2005**

Contact: Office of Human Resources (779-7698)

I. PURPOSE:

A Quality Step Increase provides recognition to the top performing City employees whose performance substantially exceeds an acceptable level of competence. When viewed as a whole, the employee's performance is at such a high or outstanding level of quality that the employee merits accelerated salary advancement when compared with fully satisfactory performance of peers within his/her department. Performance must have been sustained at this level for a sufficient time (at least 12 months) that it is considered characteristic of the individual's performance and is, therefore, expected to continue in the future.

II. SYNOPSIS:

Tenured and ATP employees who are in good standing (i.e., not involved in any disciplinary action, etc.) have completed one year of service and have not reached the maximum of their pay range are eligible for a Quality Step Increase. Temporary employees are not eligible for a Quality Step Increase.

Tenured employees are eligible for no more than a one-step increase, and ATP employees are eligible for not more than the average merit increase that tenured employees receive.

Employees who are topped out in their range are not eligible for a Quality Step Increase since they cannot move outside of the pay range.

III. PROCEDURE TO IMPLEMENT DIRECTIVE (OR) APPLICATION OF DIRECTIVE:

The employee's most recent performance appraisal must support the conclusion that the overall performance of assigned duties and responsibilities substantially exceeds an acceptable level of competence so that, when viewed as a whole, the employee's performance is at such a high or outstanding level of quality.

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- a. Employees who receive a Quality Step Increase are expected to remain in their current positions for at least six months or in a similar position at the same pay range in which performance may be expected to continue at the same level of effectiveness.
- b. A Quality Step Increase may be granted to an employee once every two years and will not preclude an employee from receiving a one-time bonus or a group award.
- c. Regular merit increases or market adjustments are not affected by a Quality Step Increase. A Quality Step Increase is not a substitute for not receiving a reclassification.
- d. The immediate supervisor must submit, to the Department Head, the most recent performance appraisal with an above satisfactory rating, and a written statement addressing how the employee’s performance substantially and consistently exceeds an exceptional level of competence and warrants this type of recognition. The documentation must be written so that those who are not familiar with the position can clearly understand the accomplishments warranting a Quality Step Increase. The statement should also address the source of funding.
- e. Should the Department Head concur with the recommendation, he/she must also document and substantiate how the individual’s performance is at such a high level that it ranks among the top performers within his/her department.
- f. The request will be reviewed by a committee chaired by the Human Resources Director determine if the employee is eligible and meets the criteria for a Quality Step Increase.
- g. Upon approval by the committee members, the Quality Step Increase will be processed.

By _____
David W. Wilcox, City Manager

Dated: _____