

EMPLOYEE RECOGNITION AWARD CRITERIA

PROJECT AWARD

For employee(s) who have completed projects

Guideline for nomination:

- Employee(s) are assigned to a project that is not part of their normal duties. The assignment could be as a team or individual project.
- The completed project met the customer's needs and requirements.
- The employee used appropriate resources, communication with others, and sharing of project status information effectively.
- Project enhanced the agency's ability to provide quality services.
- Established goals and objectives based on the customer's needs.

THE INNOVATOR

Employee(s) who are innovators

Guideline for nomination:

- Leads an effort to find innovative solutions that improve and streamline processes, services, products and/or procedures.
- Successfully undertakes the challenges in pursuing and enhancing changes in processes, services, products and/or procedures.
- Understands customer needs to facilitate improvements in products and services.
- Seeks alternative ways to reduce expenditures through innovative processes or procedures.

CUSTOMER SERVICE AWARD

Employee(s) exhibiting extraordinary service & teamwork

Guideline for nomination:

- Volunteers to help coworkers with whatever needs to be done.
- Promotes a positive team environment and places others interests before personal interests.
- Performs a service(s) that enhances the reputation of the agency/division with customers.
- Gains customer's trust and respect by listening and opening lines of communication.
- Understands the customer's needs and actively seeks to meet these needs.
- Demonstrates a high-level of courtesy, sensitivity, and politeness when dealing with others, even in the most difficult of times.

INDIVIDUAL ONLY

ALL STAR AWARD

Individual exhibiting extraordinary teamwork & encompasses the values of the Agency

Guideline for nomination:

- Promotes a work culture and environment in which people want to perform at their best.
- Performs a service(s) that enhances the reputation of the agency/division with customers.
- Volunteers their time and skills to achieve team success.
- Goes above and beyond in their everyday duties.