



DEPARTMENT OF ADMINISTRATIVE SERVICES

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# **Employee Recognition Program**

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The Administrative Services Employee Recognition Program is designed to actively seek out employees at all levels who are demonstrating and advancing the mission, vision and values of the Agency.

By recognizing high-performing people in our organization who exceed our expectations and demonstrate high levels of customer service, innovation and leadership, we clarify our Agency's priorities and create role models for our other employees. Moreover, employees appropriately and adequately recognized feel valued and are more likely to remain with and support the mission of our Agency.

Recognition should occur at all levels and across all organizational boundaries. The recognition needs to be sincere, not by rote or required. Each person has the ability and opportunity to recognize a peer, a subordinate or a supervisor.

## **Roles & Responsibilities**

Each person in the Department of Administrative Services is responsible for the success of this program. Every employee has the responsibility to acknowledge and encourage positive attitude and behavior, as well as high quality work. Employees at all levels of the Agency are highly encouraged to participate in this program through the use of the informal and formal means.

### **DIRECTOR'S OFFICE**

The Director and Deputy Director are critical to the success of the DAS Employee Recognition Program in the following ways:

- Support and promote the Employee Recognition Program by advocating for the program.
- Provide financial support and continued funding of the program.
- Partner with DAS Human Resources to provide direction for the program.
- Set the example to establish the priority for other employees

## DAS HUMAN RESOURCES

The Human Resources Office is directly responsible for all administration and management of the program, including:

- Provide oversight and management of the program.
- Support the program and encourage employees to use the program.
- Maintain records of recognition received through the Agency program.
- Budget for the Employee Recognition Program and manage the program's expenses to ensure budgetary and program compliance.
- Establish and/or revise the program as needed.
- Serve as primary point of contact for agency employees to provide information and/or answer questions about the program.

## EMPLOYEE RECOGNITION COMMITTEE

*The individuals on the Recognition Committee are the educators and promoters of the program.*

This group is responsible for managing and coordinating the day-to-day operational aspects of the program and shall represent the diversity of the Agency it serves. Each Division within Administrative Services has the opportunity to serve in this capacity. The Senior Leadership within each Division has the final responsibility to appoint/remove representatives for their area to the committee. The recommended minimum term to serve on this committee is three years.

### **Responsibilities of the Committee Members:**

- Support and promote the Agency program and its intent.
- Work with DAS Human Resources to develop recommendations, implement decision, make changes and take corrective action to the Agency program as needed.
- Review and act on all formal recognition nominations received, taking one of the following actions:
  - Approve/Deny a nomination.
  - Award a lesser or greater recognition after comparing the recognition criteria and the nomination.
  - Return the nomination for additional information in order to make an informed and appropriate recognition selection.
- Serve as point of contact for employee and divisional questions.

### **Committee Members Include:**

- 309 Task Force
- Capitol Commission
- Legal (Employee Relations, Legal & Risk Management)
- Materiel
- Office of the Chief Information Officer
- State Accounting
- State Budget Division
- State Building Division
- State Personnel
- Transportation Services Bureau

## Formal Award Program

Formal recognition is structured, scheduled activities or events with pre-determined specific criteria that are used to recognize superior employee contributions and achievements. These recognitions are the highest level of recognition in the Agency. The people and activities recognized through this type of recognition are the people we want emulated, and activities we want repeated.

### Eligibility:

- Any DAS Employee through Nomination process
- Any SOS Temporary placed in DAS

### Approval by:

- Employee Recognition Committee
- Division Administrator

### Recognition Items:

- Recognition Item up to \$25.00
- Certificate of Recognition
- If appropriate, ceremony hosted by DAS Human Resources Office
- If appropriate, announcement on DAS intranet

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## INDIVIDUAL OR TEAM AWARDS:

These award categories are for individuals or teams that excel on projects, innovation or customer service opportunities for the Department of Administrative Services.

### PROJECT AWARD

*For employee(s) who have completed projects*

#### Criteria 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*

### Criteria 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 teamwork*

### Criteria 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.

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## INDIVIDUAL AWARDS:

This award category is for individuals who embody the vision, mission and values of the Department of Administrative Services.

## ALL STAR AWARD

*Individual exhibiting extraordinary teamwork & encompasses the values of the Agency*

### Criteria 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.

- Treats others with respect and dignity and always acts ethically.

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## MAKE A DIFFERENCE CERTIFICATE:

This category is for individuals or teams that step up and made a difference in our Agency.

## MAKE A DIFFERENCE CERTIFICATE

### Criteria for nomination:

- For nominations of the quarterly awards that did not meet the criteria but are still deserving of recognition.

### Eligibility:

- Any DAS Employee through Nomination process
- Any SOS Temporary placed in DAS

### Approval by:

- Employee Recognition Committee
- Supervisor/Administrator

### Recognition Items:

- Certificate of Recognition
- If appropriate, announce at Division level
- If appropriate, announcement on DAS intranet

## On-the-Spot Recognition

Informal recognition provides the opportunity to reinforce activities that support the DAS mission, vision and values and is a way for individual recognition on-the-spot, frequently and across all organizational boundaries. Having a mechanism that encourages and supports behaviors and values we want to see repeated is necessary to encourage, motivate and provide feedback to employees.

### RAVES

*An on-the-spot note to show appreciation for a job well done*

#### Details:

- Pre-printed appreciation card that is available for use
- Intended to be given from one employee to another as a way to express appreciation for a job well done, pitching in when help is needed and/or providing exceptional customer service, etc.
- Raves can be submitted into the Director's Award

### DIRECTOR'S AWARD

*Individual exhibiting extraordinary teamwork & encompasses the values of the Agency*

#### Criteria for nomination:

- Used to recognize & celebrate individual employees whose contributions & accomplishments reflect favorably on the Agency.
- Individual goes above and beyond the call of duty to complete projects, improve service to customers or create a positive work environment.
- Nominated made by any employee in the agency by completing the application and submitting it to the Director's Office
- Up to 3 recipients are chosen each quarter by the Director's Office to receive an Award
- An employee may be honored once a year

#### Approved by:

- Director's Office

#### Recognition Items:

- Certificate of Recognition
- Monetary Award up to \$100
- If appropriate, announcement on DAS intranet



## TRAVELING RECOGNITION

*Creates awareness of how great our coworkers are.*

Designed for any employee to recognize other employees within their division who has stepped up by doing a great job providing extra value to their position. Act witnessed by at least one employee.

### Eligibility:

- Any DAS Employee
- Any SOS Temporary placed in DAS

### Recognition Items:

- May be a traveling trophy or an item up to \$10.00.  
Traveling trophy stays with the employee until they witness someone else deserving of the award.
- If appropriate, announce at Division level

## Tools for Recognition

Supervisors, more than others, have the added opportunity and responsibility to create an inherent culture of recognition within their team. To support this effort, a small selection of items is available to recognize employees going above and beyond the expectations normally associated with their position/job duties.

## SUPERVISOR'S TOOLKIT

*Helpful tools to make recognizing staff easier*

To enhance & promote recognition supervisors will have recognition supplies at their disposal:

- Rave cards
- Welcome cards
- DAS branded items
- Note Pads

## Employee Service

Another way to recognize employees is to highlight milestones in their career with the Department of Administrative Services. We can create employee loyalty by recognizing these milestones.

### WELCOME TO THE AGENCY

*New employees who start or transfer into the Agency or Division*

Welcoming a new employee on their first day can be a great way to start this new relationship. It can create an inclusive culture and make new members feel welcome.

#### Eligibility:

- Any DAS Employee with a new position
- Any SOS Temporary placed in DAS

#### Approval by:

- Supervisor or Administrator

#### Recognition Items:

- Welcome letter from Director
- Note Pads
- Welcome notes on first day of position from coworkers, supervisor, etc.
- Welcome gift of up to \$10.00
- If appropriate, announcement on DAS intranet

### EMPLOYEE APPRECIATION

To foster appreciation and engagement of staff who are currently employed by DAS.

#### Eligibility:

- Regular DAS employees, agency temporaries & SOS temporaries assigned to DAS

#### Approval by:

- DAS Human Resources Office

#### Recognition Items:

- Recognition Item up to \$10.00

## YEARS OF SERVICE

Employees who have dedicated their time to Administrative Services will be honored each year for the first five years and every five years thereafter. DAS Years of Service is specific to the amount of time that an employee spends at the Department of Administrative Services, rather than time dedicated to general State employment.

### Eligibility:

- Regular DAS employees with appropriate years of service

### Approval by:

- DAS Human Resources Office

### Recognition Items:

- Recognition Item up to \$25.00
- Certificate of Recognition
- If appropriate, ceremony hosted by DAS Human Resources Office
- If appropriate, announcement on DAS intranet

## INVESTING IN YOU

Employees participating in and successfully completing the following professional development activities are eligible for recognition. Documentation supporting the nomination may be requested the Committee with a description of how the development activity would enhance the Agency and/or the State of Nebraska.

### Criteria:

- Professional Certification, not required, but desired, for employment. Examples of this certification would include, but not limited to: PHR/SPHR, PMP, etc.
- Associate's, Bachelor's, Master's, Doctorate Degree

### Eligibility:

- Regular DAS employees through nomination process

### Approval by:

- DAS Human Resources Office

### Recognition Items:

- Recognition Item up to \$100.00
- Certificate of Recognition
- If appropriate, ceremony hosted by DAS Human Resources Office
- If appropriate, announcement on DAS intranet

## FAREWELL RECEPTION

Employees who have dedicated at least ten years of their career to Administrative Services can be honored at the time their departure.

### Criteria:

- Has served the Agency for a minimum of ten years
- Leaving DAS in good standing
- Seeking outside employment
- Position of leadership and creates a gap in continuity of services

### Eligibility:

- Regular DAS employee

### Approval by:

- DAS Human Resources Office
- Director's Approval

### Recognition Items:

- Certificate of Recognition
- If appropriate, ceremony hosted by DAS Human Resources Office
- If appropriate, announcement on DAS intranet

## RETIREMENT RECEPTION

Employees who have dedicated their time to Administrative Services and the State of Nebraska will be honored at the time their retirement.

### Criteria:

- Has served the Agency and/or the State of Nebraska for a minimum of five years
- Leaving DAS in good standing
- Is retiring, rather than seeking another employment opportunity
- Meets retirement age qualifications in labor contract

\*\*\*Special exceptions can be made by the DAS Director\*\*\*

### Eligibility:

- Regular DAS employee

### Approval by:

- DAS Human Resources Office

### Recognition Items:

- Recognition Item up to \$100.00
- A meal up to \$25.00 for the employee and one guest, sponsored by Administrative Services
- Certificate of Recognition
- If appropriate, Admiralship issued by the Governor's Office
- If appropriate, ceremony hosted by DAS Human Resources Office
- If appropriate, announcement on DAS intranet
- State flag flown by Secretary of State & holder for 30 or more years of service
- Proclamation by Governor for 40 or more years of service
- Framing expenses with 30 or more years of service

\*\*\*Special exceptions can be made by the DAS Director\*\*\*

## **Governor's Recognition Program**

We participate in all aspects of the Governor's Employee Recognition Program. This program is administrated statewide by State Personnel and coordinated at the Agency level by DAS Human Resources office. If there are questions regarding any part of the Governor's program, please contact the DAS Human Resources Office for information.

### **GOVERNOR'S MANAGER/SUPERVISOR OF THE YEAR AND EMPLOYEE OF THE YEAR**

Annually, Administrative Services participates in the Governor's Employee Recognition Program. As part of that program, annually, DAS submits the appropriate number of Managers/Supervisors of the Year and Employees of the Year from our Agency to State Personnel.

#### **Eligibility:**

- Regular DAS employees who have:
  - Won a quarterly award and/or
  - Received a Make a Difference Award and/or
  - Received the Director's Award and/or
  - Recommended by the Employee Recognition Committee and/or
  - Nominated by an Administrator or Director

#### **Approval by:**

- DAS Director
- Voted on by Division Administrators

#### **Recognition Items:**

- \$500.00 payroll adjustment per Honoree
- Ceremony hosted by DAS Human Resources not to exceed \$3.00 per attendee
- Certificate of Recognition
- If appropriate, announcement on DAS intranet

# Ceremonies & Receptions

## CEREMONIES

Administrative Services ceremonies or receptions for honorees will be conducted as appropriate. In order to comply with the State Personnel Ceremony Criteria, for each ceremony conducted, the total expenses will not exceed \$3.00 per current State employee attending the ceremony.

## DAS RECOGNITION RECEPTIONS

The Department of Administrative Services will host recognition receptions periodically. DAS will supply the following for these receptions:

- Food and Beverages
- Tableware including but not limited to plates, silverware, decorations, napkins, etc.
- Total expenses will not exceed \$3.00 per current State employee attending the ceremony