



CITY OF WACO

EMPLOYEE RECOGNITION PROGRAM HIGHLIGHTS

September, 2008

PURPOSE OF PROGRAM. The primary purpose of the Employee Recognition Program is to distinguish outstanding city employees and city teams in three key areas: **customer service, teamwork and community service.** Retirees who demonstrated competence in these same areas during their careers with the City are also recognized through the **Lifetime Achievement Award.** The program is intended to encourage current employees to strive to go above and beyond their normal job duties. The program also recognizes those who have made significant efforts and contributions in service within the organization.



AWARD CATEGORIES. The Employee Recognition Program includes three award categories for current employees--**“Customer Service,” “Teamwork,” and “Community Service.”** A **“Lifetime Achievement Award”** is also presented annually to former retirees. A brief description of each award category includes:

- **Customer Service**--Recipients of this award reflect the City’s commitment to quality customer service, both internal and external (*i.e., individuals who have distinguished themselves by demonstrating truly outstanding customer service*). The following points will be considered by the selection committee with respect to what constitutes **“meritorious” service:**
 - The work being recognized represents extraordinary achievement and/or effort above and beyond the normal duties of the job. Employees nominated should be those who have made significant efforts and contributions in service.
 - A suggestion or alternative method of operation that results in drastic enhancements to the quality of service delivery to the citizens of Waco.
 - The work being recognized must be related to the duties associated with the position in order to be considered.
 - Employees performing the essential duties of their jobs are recognized annually through the Progress Review Program, therefore, would not be eligible in this process.



- **Teamwork**--This award is given to a group of individuals who demonstrate the ability to work together to accomplish an extraordinary task or goal. The following points will be considered by the selection committee with respect to what constitutes ***“meritorious” service:***
 - The work being recognized represents extraordinary achievement and/or effort above and beyond the normal duties of the job. Teams nominated should be those who have made significant efforts and contributions in service.
 - An original idea that drastically improves internal methods and procedures.
 - A suggestion or alternative method of operation that creates substantial cost savings.
 - A suggestion or alternative method of operation that drastically enhances the quality of service delivery to the citizens of Waco.
 - The successful completion of a particularly difficult project that greatly benefits the citizens of Waco.
 - The work being recognized must be related to the duties associated with the activities of the team in order to be considered.
 - Employees Performing the essential duties of their jobs are recognized annually through the Progress Review Program, therefore, would not be eligible in this process.

- **Community Service**—Recipients of this award reflect the City’s commitment to the encouragement of quality community service (i.e., individuals who have distinguished themselves by volunteering and providing meritorious community service to the citizens of Waco and the Waco area). The following points will be considered by the selection committee with respect to what constitutes ***“meritorious” service:***
 - The community effort/service being recognized represents extraordinary effort/service that improves the quality of life of the citizens of Waco and the immediate area.
 - Employees nominated should be those who have made significant contributions in community service.
 - The community service efforts being recognized do not have to be related to the duties associated with the person’s position in order to be considered.
 - The effort/service being recognized must be performed outside of the employee’s normal working hours.

- **Lifetime Achievement Award**—Recipients of this award are City retiree’s who reflected the City’s commitment to quality customer service, teamwork, and/or distinguished community service during their employment with the City of Waco and whose efforts have withstood the test of time. The following points will be considered by the selection committee with respect to what constitutes ***“meritorious” service:***

- The customer service effort and/or teamwork being recognized represented extraordinary achievement and/or effort above and beyond the normal duties of the retiree's former job.
- The community service/effort being recognized represented extraordinary effort/service, which improved the quality of life of the citizens of Waco and the immediate area.
- The employee must be a former employee and retiree from the City of Waco.

Please note employees performing the essential duties of their jobs are recognized annually through the Progress Review Program, therefore, would not be eligible in this process.



EMPLOYEE RECOGNITION CYCLE. Recognition for customer service, teamwork, community service, and the “Lifetime Achievement Award” will occur annually based upon the City’s fiscal year (*October 1st through September 30th*).



NOMINATION PROCESS. Nomination forms are available in H.R. and may also be obtained from the City’s “**S drive**,” or from the “**Forms**” section on the **Employee Intranet**. Key details related to the nomination process for the City’s Employee Recognition Program include:

- Nominations are to be submitted to the Human Resources department by **November 1st** of each year. Hard copy or electronic nomination forms will be accepted.
- The H.R. department will then forward all departmental nominations to each department director each year shortly after the **middle of November**, and department directors will have until **December 1st** of each year to select one “*customer service*” nominee, one “*teamwork*” nominee, one “*community service*” nominee, and one retiree for the “*Lifetime Achievement Award*” representing their department for consideration by the selection committee.
- Once the H.R. department receives the nominations from each department director, it will distribute them into one of two groups based upon the number of departmental employees:
 - **GROUP A:** Departments With 75+ Employees (*Police, Fire, Utilities, Parks and Recreation, Solid Waste*).

- **GROUP B:** Departments With Less Than 75 Employees (*All other departments*).
- Nominations from the two groups will be forwarded to the selection committee.



ADDITIONAL KEY POINTS:

- The selection committee appointments will be made by the City Manager. The committee will include members from the following employee groups: Management Council Group, Field/Maintenance Group, Office/Clerical Group, First-Line Supervisor/Professional/Technical Group, and Civil Service Group (5 voting members).
- An annual awards ceremony will be conducted each Spring for the preceding fiscal year (this year's program will be held on **Thursday, February 26, 2009** at the Waco Convention (Bosque Theater).
- For consideration purposes, nominations *must have* specific, detailed descriptions of the recognized activity or accomplishments and *should not be* general statements reflecting the employee's usual job duties.
- Nominations must include acts or events transpiring within the designated employee recognition cycle only (i.e., nominations will not be eligible for consideration in more than one annual cycle).