

Office of the General Treasurer  
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Guide to Treasury Recognition Program

In an effort to increase efficiency and to promote better customer service, the General Treasurer has launched a Recognition program for all employees. This program intends to recognize those employees that make notable achievements. Objectives of this program include fostering a culture of high productivity and teamwork. Included in the program will be Employee of the Month awards, as well as several annual awards.

To ensure the success of “Celebrating Achievement” it is critical that managers recognize the importance and benefits of formal and informal employee recognition. Recognition cannot be seen as a “once a month” event, but something that should be looked for and delivered on a continuous basis whenever warranted by employee performance.

## Performance Achievement Categories

All Treasury employees are eligible to be nominated for a specific achievement, accomplishment, or contribution. The achievements are classified under one of the following categories:

<b>Customer Focus</b>	Demonstrates exceptional commitment, service, and attention to customers or potential customers resulting in positive impact on business.
<b>Teamwork</b>	Outstanding achievement in group collaboration or assistance. An achievement which reaches beyond the scope of an individual's job responsibilities, and benefits an entire department, business unit, group or the entire Treasury.
<b>Operational Excellence</b>	Contribution to the ongoing process of improving operations as they relate to quality, productivity, cost effectiveness and service.
<b>Safety</b>	Exhibits outstanding commitment to company safety rules regulations. Specific achievement which improves or enhances current safety measures. Specific act which prevents potential accident or injury to self or others on the job.
<b>Community Service</b>	Extraordinary demonstration of the company's values in the community.

## **Award Information**

An Employee of the Month is selected based on outstanding achievements and diligent service in any one month. This individual in particular has demonstrated exemplary skills in one of the Performance Achievement Categories by using their expertise to exceed expectations. This individual displays great competence on the job and has great knowledge of the work place.

An Employee of the Month shall receive:

- An Award Certificate
- The opportunity to attend a seminar in career advancement
- Coffee with the General Treasurer
- A watch with the agency logo embedded into the face.
- May be featured on the Treasurer's website for their accomplishments.
- All Employees of the Month are eligible for Employee of the Year.

Annual Awards:

Treasurer's Award for Customer Service: Given to an employee with outstanding customer service skills who addresses issues with innovative solutions. This individual has consistently gone out of their way and has surpassed what is expected to help customers. Through their example, they inspire other employees to excel in the area of customer service.

Community Service Award: This award recognizes an individual who has made outstanding contributions to their community. This employee's good work ethic transcends the office and also helps their city or town. One who embodies altruism and tirelessly crusades for the community around them.

Attendance Awards: Given to the employee or employees that use no sick time or the least amount of sick time in a given year. This information will be provided by the payroll department. These employees clearly set an example for other employees by having such outstanding attendance and timeliness. Their good attendance and punctuality is indicative of their serious commitment and good work ethic in the office.

Employee of the Year Award: This individual is selected from the twelve Employees of the Month. This leader exemplifies the qualities and attributes of a role model and outstanding employee for the entire year. Their hard work and dedication is an inspiration to others. In addition to other awards, this individual will be sent to a national conference.

## **Awards Committee**

This committee shall be established to evaluate and deliberate on the monthly and yearly nominations. This committee is comprised of two union employees and two non-union employees. It is responsible for distributing nomination paperwork, collecting said papers, setting deadlines on nominations; and for any related publicity necessary for the awards.

Members of the Awards Committee will be randomly selected from a pool of volunteers. For the first year, one union employee and one non-union employee will serve for six months while the other two members will serve a one year term. After the first six-month period, all members will serve one year tenures on the committee. An employee cannot return to the committee until all members of the pool have served.

The Awards Committee will meet once a month to evaluate all nominations for monthly awards. In December, this group of four will have the solemn responsibility of deciding the yearly award recipients.

Anyone can be nominated and anyone can nominate. Nomination papers will have sufficient space to explain why an individual feels their nominee is uniquely qualified for the award. All nominations will be closely scrutinized by the Awards Committee.

At the end of the year, an awards ceremony will be held to celebrate the many distinct achievements. Families will be invited to this special event featuring the General Treasurer.

## **Nomination & Approval Process**

All employees have the opportunity to nominate employee(s) to receive formal recognition for performance excellence.

The nomination process is as follows:

- 1) Employee fills out nomination form (shown on page 7).

Under “reason for nomination” section, employees should be as specific as possible when describing the nominee’s achievement and its impact on the business.

- 2) Employee submits form to a member of the Awards Committee.
- 3) The Nomination committee meets and selects a deserving employee for recognition.
- 4) The approved nomination form is forwarded to the Employee’s Manager and to the Executive Director of Operations.
- 5) The award presentation is scheduled.

## NOMINATION FORM

<b>Nominee Information:</b>	
First Name:	Date:
Last Name:	Department:
Job Title:	Supervisor:
Award being nominated for:	

<b>Achievement Category (select one)</b>	
Customer Focus	Safety
Teamwork	Community Service
Operational Excellence	

<b>Reason for Nomination</b>

<b>Sign</b>		
Nominator:	Title:	Date:

## Presentation

Everyone loves to have his or her contributions noticed.

The award presentation ceremony is an important part of the “Celebrating Achievement: program. In fact, extensive research shows that most award recipients who felt their presentations were “excellent” had positive reactions about their jobs in several areas.

The presentation of Recognition Awards is critical to the success of the Treasury’s Recognition Program. Here are some suggestions for effective presentation ceremonies:

- Presentation to be scheduled in advance
- Manager, Nominator, Treasury Executive and other employees are present
- Nominator and Manager will speak about nominee and their contribution to the company
- Treasury Executive will present recognition in the presence of recipient’s department/team members
- Recognition data input in employee’s personnel record

## Informal Recognition

Recognition is an ongoing process. Managers who recognize their employees consistently, through the day to day contact, are more apt to have satisfied, motivated people who want to succeed. In turn, if our employees have the desire to succeed, the organization will reap the benefits of such motivation.

Formal recognition is just once piece of a successful recognition program. It is up to managers, supervisors and team leaders to ensure that recognition is an ongoing process. There are many ways to provide informal recognition and more than likely, many managers provide this type of recognition without even realizing it.

Page 10 provides a list of “Ways to Recognize Someone.”

## Ways to Recognize Someone

*“If you want someone to do a good job,  
give him or her a good job to do.”  
-Frederick Herzberg, Management Theorist*

1. Tell higher-level managers about someone's successes/contribution.
2. Ask someone to represent you at meetings.
3. Give someone access to information.
4. Ask someone for advice.
5. Listen attentively to his or her ideas.
6. Pass on compliments you hear about someone to him or her.
7. Develop graphs of progress.
8. Involve someone in problem solving.
9. Entrust the training of others to someone.
10. Spontaneously compliment someone- in public.
11. Plan “formal” public recognition sessions.
12. Feature someone in the newsletter or on the website.
13. Publish an article on someone in the local newspaper.
14. Shake someone's hand.
15. Give certificates of accomplishment.
16. Give simple, “fun” awards.
17. Award special prizes for superior performance.
18. Write “Post-it” thank you notes and stick them on someone's chair.
19. Call someone on the phone to recognize a good event.
20. Send an email to someone and a copy of it to others.
21. Remember/mention personal things such as the names of someone's children.
22. Write letters of appreciation.
23. Put a letter in someone's personal file.
24. Pin a balloon on someone's chair.
25. Send flowers – or send a “picture of flowers” via fax or email.
26. Give someone more challenging assignments.
27. Provide knowledge of outputs and quality.
28. Take someone out for coffee or lunch with you.
29. Give someone tickets to a special event.
30. Bring in cookies/popcorn/candy/pizza.

The success of the Treasury depends on the commitment and contributions of every one of its employees. We hope *you* will strive for excellence and reap the rewards!