

City of Hot Springs

EMPLOYEES' AWARDS OF EXCELLENCE RECOGNITION PROGRAM

The City of Hot Springs is noted for efficient and dedicated employees who provide valuable customer service in all areas of municipal government. The City Employees' Awards of Excellence Program was created to acknowledge and express appreciation for outstanding accomplishments made by employees of the City that do not necessarily fall entirely within the scope of normal duties, but shall be in the nature of a major contribution earning positive recognition for the person and City service.

An awards ceremony will be held annually to recognize award recipients during Excellence in City Government Week. Employees may be nominated for an award by other city employees, supervisor, co-workers and subordinates, as outlined in the individual award criteria. The meritorious service or accomplishment must be so outstanding that special recognition is justified.

AWARD CATEGORIES

Awards may be made in the following categories:

- **Innovations** – Initiated successful/productive study and investigation or has successfully established new and outstanding methods, practices, plans or designs.
- **Distinguished Acts** – Demonstrated outstanding judgment or courage in an emergency; voluntarily risking his/her life, or exhibited meritorious action to prevent injury or loss of life; or prevented damage to or loss of property.
- **Human Relations** – Made outstanding contributions toward enhancing the quality and morale of the workplace or creating a better public image of City government such as positive personal interaction with other employees, public awareness, working on relations internally within a division, or collaboration between different departments.
- **Public Service** – Made outstanding contributions by participating in or implementing community and public service projects.
- **Attendance** – Employees achieving perfect attendance with no use of sick leave will be recognized at annual awards banquet. *(During ceremony, names will be displayed on screen of those employees with no sick leave use.)*
- **Safety** - Employees will be recognized at annual awards banquet and annual awards will be presented by department heads. *(Some departments may have monthly and quarterly*

awards presented at departmental level throughout the year. Department heads would need to set up their own criteria for safety awards to be presented at the banquet.)

- **Years of Service** – Employees will be recognized for attaining:
 - 5 continuous years of service to the City with a lapel pin with 1 stone (dark blue);
 - 10 years of continuous service - a lapel pin with two stones (dark blue and aqua);
 - 15 years of continuous service – lapel with three stones (dark blue, aqua and green);
 - 20 years of continuous service - lapel pin with four stones (dark blue, aqua, green and crystal) and engraved watch;
 - 25 years of continuous service – his/her choice of 3 gifts (to be determined);
 - 30 years of continuous service - his/her choice of 3 gifts (to be determined).

- **Bill Edwards Spirit of Customer Service – Employee of the Year Award** – Most exemplifies through his/her innovation, creativity, commitment and dedication, inspiration, helpfulness, friendliness, and public service the true meaning of customer service.

- **Supervisor of the Year Award** – Demonstrated outstanding supervisory characteristics and traits and is highly regarded by their employees for consistent support of the professional/personal needs of their employees.

- **Spotlight Award** – This award will be presented throughout the year for acts above and beyond the normal scope of duties, as outlined by nomination criteria. In addition, these employees will be considered for an annual Award of Excellence at the annual awards ceremony.

ELIGIBILITY CRITERIA

The following employees are eligible for nomination for Awards of Excellence:

- A deceased, retired, or employee on leave-without-pay may be nominated provided the achievement for which the nomination is made occurred during City employment within the award year.
- Employees who were nominated, but did not receive the award, may be nominated again in a succeeding year.
- Nominations may be made for an individual or a team, as outlined in each award nomination criteria.
- Nominations may be made for achievements at any level of employment with consideration given to the relative opportunities for accomplishment afforded by the individual's position.

Those not eligible for award nomination include elected and appointed officials, department heads and all supervisory level employees (except for the Supervisor of the Year Award – see guidelines).

PROGRAM ADMINISTRATION

The City Employees Awards Program is administered by the Human Resources Department.

Awards Selection Committee Members – A City of Hot Springs Employees’ Awards for Excellence Selection Committee shall make annual selection of those City employees to receive an award.

This Committee shall consist of five members, and all members shall be appointed by the Human Resources Office. Of the five appointed, three members shall be current or former City employees and two shall be from the private sector or the public at large.

Terms of appointment will be for one year. The Committee will annually appoint a member who shall serve as the Awards Selection Committee Chair.

Awards Selection Committee Responsibilities - The Awards Selection Committee will review and select employees to receive an award from the nominations submitted as follows:

- Nominations will be ranked independently by each member of the Committee.
- Upon complete evaluation of all eligible candidates, selection of the award recipients will be made by a committee majority vote.

AWARDS CEREMONY

The Human Resources Office personnel will:

- Plan and conduct an appropriate ceremony in keeping with the significance of the awards.
- Recommend to the Mayor a week in February of each year to be designated as “Excellence in City Government Week.”
- Coordinate a date for the City Employees’ Awards for Excellence ceremony as part of the “City Employee Appreciation Week” in October of each year.

Awards will be presented annually at an awards ceremony held in conjunction with “Excellence in City Government Week.”

Type of Awards – The award will be representative of the significance of each award.

Number of Awards – The number of awards presented will depend upon the nature of recommendations received and the Awards Selection Committee’s evaluations and selections. Every effort will be made to recognize the most significant accomplishments; however, the number of recipients must be in keeping with the nature of the award.

NOTE: In addition to the “Excellence in City Government Week,” the Mayor should proclaim a week in October as “City Employee Appreciation Week” in recognition of the loyal and dedicated employees of the City. The awards banquet will recognize those employees retiring prior to January 1 of the current calendar year, and all former retirees of the City of Hot Springs will be invited to attend the annual award ceremony at their own expense.