



Administrative Policy Manual

Policy No: A-25

Updated as of: 11/2/2015

Approved: Dan Marting

SUBJECT: ***EMPLOYEE RECOGNITION***

PURPOSE: To establish a program that encourages and recognizes exceptional employee performance and commitment.

**General Policy:** The City of Indio encourages employees to consistently provide excellent service to the public and one another. It is recognized that some employees and/or employee work units, at times, perform above and beyond the call of duty and/or consistently maintain a level of performance that distinguishes them from their co-workers.

The Employee Recognition Program is designed to acknowledge employees who have made special efforts in a project, program or service.

**Provisions:**

A. Eligibility

All full-time, regular (non-probationary) employees from all City departments (Community Services, Development Services, Finance, Housing and Development, Human Resources, Information Technology, Office of City Manager, Police, Public Works, and Water) shall be eligible to participate in the Employee Recognition program (at-will employees are not eligible).

B. Guidelines

Indio places a high value on: caring, helpful service to the public; creativity, workable solutions to problems; dedication and hard work; self-improvement; outstanding attendance and evaluation, and enhancing the City's image. Employees who demonstrate performance that is consistent with these values may be recognized in a number of ways:

## EMPLOYEE RECOGNITION AWARDS:

### 1. ***“Years of Service Award”***

#### **General Policy:**

The City of Indio recognizes the contributions and loyalty shown by its employees.

#### **Purpose:**

A stable and productive workforce is crucial to meeting the City mission. The City of Indio is proud of the dedicated service shown by employees. This program recognizes staff who are eligible for service awards for each five years of continuous service (i.e., 5, 10, 15, 20, 25, 30+ years, etc.).

#### **Criteria for Consideration:**

- All full-time, regular staff
- Minimum of 5 years of continuous service.
- Are in active service on the anniversary date.
- Anniversary date determined based on years of service at the end of December 31 of that year.

Award: Service Pin representing the levels of service years.

### 2. ***“Customer Service Award”***

#### **General Policy:**

The Customer Service Award emphasizes and highlights the commitment of the City and its staff to improve its services to its customers (internal/external). Staff is recognized for their innovation and exceptional performance or exemplary actions resulting in quality service to its customers.

#### **Purpose:**

The Customer Service Award is designed to foster, encourage, and sustain a responsive and active customer service climate by recognizing outstanding service in attitude and effort.

#### **Criteria for Consideration:**

- All full-time, regular staff
- Possesses and demonstrates a customer first mind-set, attitude and interactions.
- Consistently represents the City in a positive and professional manner.
- Serves as a role model for other employees.
- Consistently exceeds customers' expectations.
- Provides adequate means to resolve customer complaints.

- Develops and implements innovative systems/procedures or techniques that reduce costs, eliminate paperwork, enhance efficiency and contribute significantly to quality service to customers.
- Continuously strives to progress and improve based on measures and results.

### 3. ***“Field Services Award”***

**General Policy:**

The Field Services/Community Service Award emphasizes the commitment of staff to improve and add value to the community at large through their field services. Staff is recognized for their time and effort that leads to improved services and concern for the well-being of the community.

**Purpose:**

The Field Service/ Community Services Award is designed to recognize staff who make positive contributions to the external community by providing a needed field service.

**Criteria for Consideration:**

- All full-time, regular field staff (i.e. officers, street maintenance, facilities, grounds, fleet, meter readers).
- Must have made a positive contribution to the external community.

### 4. ***“Supervisory and Leadership Award”***

**General Policy**

The Supervisory & Leadership Award acknowledges the importance and transformational influence strong leadership can have on the organization, its employees and the community it serves through the exhibition of strong stewardship of institutional resources(time, talent, financial), building teamwork/ community, orienting goals and achievements in line with the City’s mission and developing a shared vision of institutional excellence.

**Purpose:**

The Supervisory & Leadership Award recognizes the achievement of a staff supervisor, exempt or non-exempt, who demonstrates and lives the principles of service and leadership. This award is for an individual who’s own performance is exemplary but is also an effective leader of people.

**Criteria for Consideration:**

- All full-time, regular exempt and non-exempt supervisors.
- Must demonstrate exemplary individual performance as well as successful leadership of staff or work unit.

## 5. ***“Professional Service Award”***

### **General Policy:**

The Professional Service Award identifies professional journey level staff who distinguish themselves in their service, dedication, and professionalism to the City and who, through their integrity and passion, serve as an example to all employees. The staff member who is meritorious of this award displays a level of achievement that is above and beyond the normal call of duty and touches upon several key mission-critical values including innovation, initiative, customer satisfaction, community development (internal and/or external)

### **Purpose:**

This award is presented to the professional journey level employee that has most clearly and effectively embraced innovation, or undertaken a specific, innovative initiative to increase productivity, project performance, customer satisfaction or other measure of professional service success.

### **Criteria for Consideration:**

- All regular full-time staff performing professional journey level functions.
- Role model for other employees through demonstrated professionalism, integrity, dedication, and creativity.
- An employee who has achieved improvement of the City in one or more of the following areas: an improvement in productivity, creative solution to a significant problem, break-through effort that resulted in extraordinary innovation or improvement/ contribution that significantly impacted the City’s long-term success or suggestion that resulted in a reduction in cost.

## 6. ***“Police Officer of the Year Award”***

### **General Policy:**

The Police Officer of the Year Award identifies the Indio Police Officer who distinguishes themselves through exceptional service to the department and community. The Police Officer who is meritorious of this award displays a level of service, dedication, and professionalism that is above and beyond the normal call of duty and touches upon several key mission and vision-critical values of the Indio Police Department in their daily activities.

### **Purpose:**

This award highlights the Police Officer who most clearly demonstrates high performance standards entrenched in integrity and ethics. This officer is a consummate professional, guided by the law enforcement code of ethics and in partnership with the community shows dedication, commitment, and passion that promotes trust and confidence in the Indio Police Department.

**Criteria for Consideration:**

- All regular full-time Indio Police Officers.
- Consistently represents the department in a positive and professional manner.
- Serves as a role model for other members of the department through demonstrated professionalism, integrity, dedication, and commitment to the law enforcement profession.
- Shows a commitment to improving the quality of life of the community through problem solving, exceptional service, and positive contribution.
- Must show exceptional individual performance in their daily activities.

**C. Procedure**

Each employee will have the opportunity to nominate one employee in each category. Nominations may be submitted, via the approved electronic method, or by submitting an Employee Recognition Nomination Form (attached) at one of the labeled award nomination boxes located in the Human Resources Department. Nominations will be completed no later than the last week in November. Voting and selection of the award recipients will be finalized no later than the last week in December. All of the awards will be given at the Employee Recognition Event.

**Reference:**

Revised policy dated 10/28/2013

# **EMPLOYEE RECOGNITION NOMINATION FORM**

Indio places a high value on caring, helpful service to the public, creative, workable solutions to problems, dedication and hard work, self-improvement and enhancing the City's image. Type of awards an employee can be nominated for:

1. "Customer Service of Excellence Award"
2. "Field Services Award"
3. "Supervisory and Leadership Award"
4. "Professional Service Award"
5. "Police Officer of the Year Award"

Name of Nominee: \_\_\_\_\_

Title of Award: \_\_\_\_\_

Explain why you believe this employee should be considered for an Employee Award. The candidate should meet at least one of the above guidelines. Please use the back of this page for additional comments and information, if necessary.

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Submitted by: \_\_\_\_\_  
First and Last Name (Print) Signature