

ON-THE-SPOT RECOGNITION PROGRAM

Purpose: Sarasota County Government recognizes the importance of motivating, rewarding, retaining, and developing employees. As such, this program has been developed to recognize individual and team efforts and to encourage and empower employees to work and utilize their talents to the fullest.

This program encourages participation by all Core Services and was created to recognize and reward value-added performance in the organization. As the saying goes, “if you recognize everyone, you recognize no one.” The reward cannot be doled out indiscriminately; therefore, rewards will be restricted to no more than 20 - 25 percent of the staff.

Eligibility: All full-time and part-time non-bargaining and bargaining (Teamsters and ATU) employees that have obtained career service. Individual employees are eligible and team awards are strongly encouraged. At-will employees are not eligible.

Under special circumstances and with approval from Human Resources, temporary employees may be eligible to receive an On-the-Spot award.

Program Specifics: The On-the-Spot award provides opportunities for supervisors and managers to recognize and reward employees and teams for exceptional accomplishments and demonstrated behaviors that are aligned to the mission, vision and values of the organization.

This program is designed to give supervisors and managers the flexibility to reward employees as soon as possible after the noteworthy action. Each business center may design and communicate their award program based on what is important in their business center and/or unit. For example, customer service, special projects, quality improvement, cost-saving initiatives and community outcomes.

Bonus Award Criteria: Provides supervisor/manager the ability to reward exceptional performance with a monetary award of \$50 to \$500. The award will be grossed-up to net the full award amount. Time off may be given in lieu of a cash award (see chart). In determining the specific amount of each award, the most important consideration is the value of the results achieved. When assessing the value of a specific achievement, points to consider include: estimated cost savings and/or value to the work unit or County, employee morale, customer relations and community impact.

Funding: Business Centers and Units must use budgeted salary dollars for the rewards and retention program (see bottom of page for No/Low cost Recognition Ideas). Business Units may purchase gift/gift certificates in lieu of cash awards. The gift amount will be charged against the total amount funded for that unit.

Procedure: The supervisor/manager completes the On-the-Spot Request form, determines the award amount and obtains approval as follows:

- \$50 - \$100 – supervisor approval
- \$125 - \$275 - manager approval
- \$300 - \$500 - general manager approval

Employees may receive paid time off as follows in lieu of a cash award. Paid Time off can be paid out if not used by the end of the year equal to the dollar amount award.

Dollar Amount Award	Paid Time Off
\$50	4 hours
\$100	8 hours
\$250	16 hours
\$500	24 hours

Completed request forms should be sent to Human Resources at 1660 Ringling Blvd. Human Resources will review the request for tracking purposes and then submit it to payroll for processing.

On a quarterly basis, Human Resources will review the distribution of the awards and to ensure the program is being administered according to the guidelines. In addition, Executive Management will review On-the-Spot reports on a monthly basis.

No/Low Cost Recognition Ideas

- Handwritten personal thank you note (a must for every leader's tool box)
- Email to employee and copy to the team
- Special note sent to the employee's home
- Personally thank each member of the team for their contribution
- Post on 'recognition board' bulletin board, newsletter, web site
- Hall of Fame – pictures of recognized employees
- Submit article to Intranet for business center or County viewing
- Submit article to local/regional newspaper regarding employee's achievement
- Scrapbook with pictures of achievement through the year
- Senior manager to attend staff meeting when recognizing employees for their achievements
- Recognition lunch or extended lunch break
- Informal party - coffee, cookies, ice cream
- Certificate or plaque
- Flowers for desk
- Certificate for CD, book, or magazine subscription that is work related
- Include in a special project or assign a plum assignment
- Personal thank you from senior management
- Printer upgrade
- Seminar or conference of choice
- Special parking spot
- Select a mentor – an area in which the employee is interested in learning

Qualifications, Definitions and Award

The person or team receiving this reward has demonstrated extremely rare and role model-like characteristics. They have gone above and beyond expectations. They are a positive asset to have as a team member and are respected by all who meet them. They have demonstrated leadership qualities, critical thinking and the ability to implement new ideas. They sustain consistently high performance through their personal drive, willingness to aid others and overall initiative. Their complete attributes and overall accomplishments are unique, if not rare, and are hereby rewarded through this recognition program.

Exceptional Customer Service – Exceptional customer service involves consistently exceeding customer expectations, where the standards and level of service received exceeds what the customer could reasonably define as normal or expected. Exceptional customer service prompts customers to share their experiences with others. **Award - up to \$50**

- Receives a letter from a citizen/other business unit praising work/job well done.
- Handles tough customer service situations in a manner that can be used for role modeling.

Team Effectiveness or Morale Building – Creates a positive work environment. Adds energy and enthusiasm to the team. Works well with team members as well as with other business units/centers. Willing to compromise and listen to other’s viewpoints. Challenges ideas in a constructive and respectful manner to seek excellence. Is a loyal, committed and respected employee of the team and the organization. **Award – up to \$150**

- Initiates or coordinates morale building efforts, on a regular basis, i.e. recognizes other’s accomplishments, is always willing to assist and support team members
- Initiates/supports group problem solving, troubleshooting, and action-planning efforts.
- Facilitates group toward consensus and is open and receptive to other’s ideas
- Fills in for another employee while simultaneously fulfilling ones own job duties (does not apply if employee is receiving “acting pay”).

Efficiencies/Effectiveness Initiatives - measures undertaken in order to increase efficiency and improve the delivery and safety of services with the purpose of achieving additional benefits for the organization. **Award – up to \$300**

- Implements a successful quality improvement initiative.
- Takes actions that significantly conserve taxpayers’ dollars or improves the County’s financial status.
- Submits/implements an idea or method that significantly increases the administrative or operational efficiency, effectiveness and/or productivity in job performance.
- Makes recommendations to improve safety practices or solve safety issues.

Project Assignment – Continuous project progress. Teams/individuals collaborate on specific tasks. Updates can be immediately communicated and status reports generated. **Award – up to \$500**

- Assists others to complete an assignment with a short deadline.
- Takes the lead on special projects or additional assignments (not normally part of the employee's job) with a positive attitude and brings to completion in an exceptional manner.
- Assists others to complete an assignment with a short deadline.
- Reaches milestones and completion dates ahead of schedule on a quality product/assignment.
- Comes in under budget on a project/assignment.
- Presents an exceptional end product/quality outcome.
- Collaborates across core service areas on assignments or projects.
- Completes an extremely complex project and/or puts in excessive time on a project.
- Resolves issues or removes barriers of a project in a successful manner.