

CITY OF SPOKANE ADMINISTRATIVE POLICY AND PROCEDURE	ADMIN 0620-13-57 LGL 2005-0020
TITLE: EMPLOYEE RECOGNITION PROGRAM EFFECTIVE DATE: January 1, 2004 REVISION EFFECTIVE DATE: July 30, 2013	

1.0 GENERAL

1.1 The City of Spokane's Employee Recognition Program is for the purpose of creating an organizational culture that recognizes and rewards employees for consistent outstanding performance and special efforts and accomplishments. This program provides for formal quarterly and annual recognition and reflects the City's mission statement to deliver efficient and effective services that facilitate economic opportunity and enhance quality of life.

1.2 All regular full time or part time City employees may be considered for this recognition.

1.3 TABLE OF CONTENTS

- 1.0 GENERAL
- 2.0 DEPARTMENTS/DIVISIONS AFFECTED
- 3.0 REFERENCES
- 4.0 DEFINITIONS
- 5.0 POLICY
- 6.0 PROCEDURE
- 7.0 RESPONSIBILITIES
- 8.0 APPENDICES

2.0 DEPARTMENTS/DIVISIONS AFFECTED

This policy and procedure shall apply to all City divisions and departments.

3.0 REFERENCES

None

4.0 DEFINITIONS

None

5.0 POLICY

5.1 Statement of Policy.

5.1.1 It is the policy of the City of Spokane to encourage employees to provide good customer service, teamwork, cooperation, productivity, and creativity in the performance of their jobs. To this end, the Employee Recognition Program is being created to provide employees with recognition for providing professional, friendly, and ethical service to customers whether external or internal.

5.1.2 This program does not supplant or replace the City's Employee Suggestion Program or the Service Pin Program.

5.1.3 The Mayor's Cabinet will review and select the Employee of the Quarter / Year.

5.2 Types of Recognition.

5.2.1 The Employee of the Quarter / Year will be recognized in the following manner:

- a. Letter of Appreciation/Award presented by the Mayor to the employee with a copy to be placed in the employee's personnel file.
- b. The employee's photo placed in locations at City Hall with a caption bearing the title "Employee of the Quarter / Year," with the employee's name, title and department.
- c. Article about the recognition in the employees' newsletter.
- d. Encourage the employee's department to recognize the employee.
- e. Other recognition in the form of gift baskets, etc.

5.3 Criteria For Recognition.

5.3.1 The Employee of the Quarter / Year may be judged on any of the City Values:

- a. Trust – we are committed to earn, maintain, and enhance the trust of each other and the community.

- b. Integrity – we conduct our work in an atmosphere of honesty, respect, and courtesy.
- c. Quality – we will provide excellent service in a cost-effective manner.
- d. Teamwork – we nurture successful working relationships with all our partners.
- e. Accountability – we take responsibility for our actions.
- f. Openness – our actions are transparent to all our citizens and ourselves.
- g. Innovation – we encourage and support new ideas and creative approaches.
- h. Diversity – we embrace and respect the uniqueness of our employees and citizens.
- i. Community – we believe in our employees and our citizens.

6.0 PROCEDURE

- 6.1 Nominations for Employee of the Quarter / Year may be submitted by the supervisor or a coworker of the employee but must be sent through the Department Director and the Human Resources Director.
- 6.2 The nominations must be submitted utilizing the nomination form provided by the Human Resources Department.
- 6.3 The nomination shall state what the employee has accomplished to deserve this recognition and how it relates to the City value(s).
- 6.4 The nominations may be sent via fax, email or inter-office routing to the Department Director and the Human Resources Director.
- 6.5 The Mayor's Cabinet will be provided with all the nominations to review at the end of the quarter / year and will then meet to make its determination of the Employee of the Quarter / Year.

7-2-13

7.0 RESPONSIBILITIES

The Office of the Mayor and the Human Resources Department shall be responsible for administering this policy.

8.0 APPENDICES

None

APPROVED BY:



City Attorney (AST)

7-2-13

Date



Director - Human Resources

7.15.13

Date



City Administrator

7/15/13

Date