



Asheville City Personnel Policies

CITY OF ASHEVILLE PERSONNEL POLICY

Quality of Service Award Program Effective October 15, 2004 Policy # 56 Revision #1

QUALITY OF SERVICE AWARD REQUEST FORM

Purpose

The purpose of the City's Quality of Service Program is to recognize employees in a timely manner for their contributions to the organization. These contributions go above and beyond the normal scope and responsibilities of the performance of job duties. This policy supercedes any other policies related to recognition and critical incident bonuses.

Policy

A. Level I

1. Procedure and Examples:

- a. Requests for recognition items of less than or equal to \$20.00 in value shall be submitted in writing to the employee's department director. Should the department director find that this employee is deserving of a recognition item, he/she shall either award the appropriate recognition item (i.e. gift card), or forward the request to the City Manager who will then award the appropriate recognition item (i.e. mug, pen, etc.).
- b. Some examples of actions by employees which may result in a Level I award are:
 - i. Customer satisfaction with general services provided.
 - ii. Customer satisfaction with or response to a specific experience in which services were provided.
 - iii. Customer satisfaction with or responsiveness to getting complaints or inquiries resolved in a timely fashion.

2. Guidelines:

- a. The employee who is to receive the award must be in good standing (i.e. not on disciplinary

probation) and must be at least an average performer.

- b. Department directors wanting to recognize employees in other departments should consult with employee's respective department director before making a recommendation to the City Manager.

B. Level II

1. Procedure and Examples:

- a. Requests for monetary awards of between \$20.00 and \$250.00 in net value shall be submitted in writing to the employee's department director. Should the department director find that this employee is deserving such recognition and upon approval of the Human Resources Department, the employee shall receive a monetary award in an amount determined by the department director.
- b. Some examples of actions by employees which may result in a monetary award are:
 - i. Delivery or improvement in customer service:
 - (a) \$20.00 - \$50.00 for recognition **within** the scope of employee's job;
 - (b) \$20.00 - \$75.00 for recognition **outside** the scope of employee's job; or
 - (c) \$75.00 - \$150.00 for **exceptional work within or outside** the scope of employee's job.
 - ii. Innovation resulting in cost savings or greater operational efficiency:
 - (a) \$50.00 - \$100.00 for moderate cost savings **or** operational efficiency;
 - (b) \$100.00 - \$150.00 for significant cost savings **or** operational efficiency; or
 - (c) \$150.00 - \$250.00 for significant cost savings **and** operational efficiency.
 - iii. Performance which impacts project status or goal attainment:
 - (a) \$50.00 - \$100.00 for performance which impacts **individual** project status **or** goal attainment;
 - (b) \$100.00 - \$150.00 for performance which impacts **departmental** project status **or** goal attainment; or
 - (c) \$150.00 - \$200.00 for performance which impacts **organizational** project status **and/or** goal attainment.
 - iv. Special team achievement:
 - (a) \$20.00 for successful completion of team goal(s) that positively impacts **department**;

- (b) \$100.00 for successful completion of team goal(s) that positively impacts **several departments**; or
 - (c) \$250.00 for successful completion of team goal(s) that positively impacts **organization**.
- v. Improvement to the quality of services provided:
 - (a) \$25.00 - \$50.00 for **moderate** improvement to quality;
 - (b) \$50.00 - \$100.00 for **significant** improvement to quality; or
 - (c) \$100.00 - \$200.00 for **exceptional** improvement to quality.
- vi. Educational achievement:
 - (a) \$50.00 for completion of courses of study or certification(s) of **standard** complexity;
 - (b) \$150.00 for completion of courses of study or certification(s) of **significant** complexity; or
 - (c) \$250.00 for completion of courses of study or certification(s) of **high** complexity.

2. Guidelines:

- a. The employee who is to receive the award must be in good standing (i.e. not on disciplinary probation) and must be at least an average performer.
- b. Department directors wanting to recognize employees in other departments should consult with employee's respective department director before making a recommendation to the City Manager.
- c. Any employee receiving a base pay increase in recognition of an accomplishment through a career plan advancement, supplement (i.e. advanced Law Enforcement Officer's Professional Certification, participation on the Fire & Rescue Department Haz-Mat Team, etc.), and/or promotion will not be eligible to receive an award as it relates to this program.
- d. Processing of the award should generally take no longer than three (3) work days to correspond with performance-reward goals.
- e. Checks and balances shall consist of departmental budget management and Human Resources approval.

C. Level III

1. Procedure and Examples:

- a. Requests for monetary awards more than \$250 in net value will be submitted to the employee's department director. Employees who significantly add to the efficiency and effectiveness of City operations by saving money, time, supplies or significantly affect the manner in which a service is provided to the public so that the service is more efficient, effective or costs less may be eligible for a monetary award.
- b. Some examples of actions by employees which may result in a monetary award are:
 - i. Development of new programs that result in significant financial savings or improvements in City services.
 - ii. Extraordinary contributions to a particular field or activity that draws state or national recognition or acclaim.
 - iii. Development of management or operational programs that may be applied in department and/or divisions other than the one in which the employee works.
 - iv. Willingness to accept a management or special assignment responsibility that may be atypical of what is customarily assigned.
 - v. Significantly exceeding the performance standards established for a specific project or program.

2. Guidelines:

- a. The employee who is to receive the award must be in good standing (i.e. not on disciplinary probation) and must be at least an average performer.
- b. Department directors wanting to recognize employees in other departments should consult with employee's respective department director before making a recommendation to the City Manager.
- c. Any employee receiving a base pay increase in recognition of an accomplishment through a career plan advancement, supplement (i.e. advanced Law Enforcement Officer's Professional Certification, participation on the Fire & Rescue Department Haz-Mat Team, etc.), and/or promotion will not be eligible to receive an award as it relates to this program.
- d. The monetary reward may be awarded as follows:
 - i. The monetary amount will range from \$250.00 to \$3,000.00 in net payment.
 - ii. The department director will choose the appropriate amount based on the merits of the action of the employee being recognized.
 - iii. The monetary award is a lump sum payment and will not be added to the employee's base

salary.

- iv. Lump sum monetary awards should generally be requested within thirty (30) days of the conclusion of the incident or special project assignment. The monetary award will be requested on the appropriate Human Resources form. In addition to completing the appropriate form, a memorandum to the City Manager explaining how the incident being rewarded meets the criteria, examples of which are outlined above, will accompany the other documentation and will be routed directly to the Human Resources Director. Upon receipt and review of the material, the Human Resources Director will make a recommendation to the City Manager regarding its approval or disapproval.

D. Years of Service

City of Asheville employees shall be recognized for their years of service with the City through the award of a designated gift or a lapel pin dependant on the number of years of service. Years of service shall be recognized in 5-year increments (i.e. 5, 10, 15, 20, 25, and over 25 years of service).

All questions regarding this policy and other related issues should be directed to your respective department director and/or the Human Resources Department.