

Town of Hillsborough

INNOVATION & CUSTOMER SERVICE AWARDS PROGRAM

Purpose:

1. Recognizing employees for exceptional contributions, ideas, and efforts that have resulted in superior service being provided to the citizens of Hillsborough.
2. Citing noteworthy examples of innovation and customer service to share success stories throughout the organization and community, thus making it easier for others to build upon these achievements.
3. Rewarding employees for outstanding contributions and making on-going improvement a part of the organization's culture.

Nominations: Are made for exemplary efforts in the areas of customer service and innovation. Nominations can be made by anyone (e.g., co-worker, supervisor, department head, an employee in another department, citizen, appointed or elected officials, and an employee can nominate themselves). Nomination forms can be obtained from Human Resources Intern Liz Kennell. The deadline for accepting nominations for this fiscal year is July 22, 2016.

Eligibility: Employees are eligible for multiple nominations and can be nominated for efforts in both areas (customer service and innovation). All part-time and full-time employees are eligible for the awards program.

Note: the town manager is not eligible for participation. A nomination can be for an individual or multiple employees. The definition for each award category is listed below:

Innovation:

Any idea, program, or effort where the implementation results in improving the efficiency, effectiveness, or responsiveness of a town service/operation. An innovation can also be an idea that addresses a major community need, strategic priority, or town-wide objective listed on the town's strategy map/balanced scorecard. An innovation is generally described as an improvement that changes the processes or way in which something has been done in the past (i.e., excelling well beyond the current practice).

Customer Service

A customer can be widely defined (e.g., a citizen, business operator, tourist, co-worker, advisory board, department, vendor, other government or non-profit agency, etc.). A few examples of customer service include 1) assistance to a citizen in need, 2) implementing an idea that improves communications and the provision of critical information to the public, and 3) providing assistance to co-workers/other departments beyond the normal call of duty. Customer service items are generally considered either "actions" or changes that impact the quality of service a citizen receives.

Review Committee and Awards: The town manager will appoint a committee to review the nominations and recommend awards based on the merits of each award submission. The committee will consist of a combination of 3 to 4 management team members, an elected official, and an advisory board member or citizen. The Review Committee will make decisions on the following awards for both the Innovation and Customer Service categories:

- Gold Award - \$500, award, and one day of vacation leave
- Silver Award - \$250 and award
- Bronze Award - \$100 and award
- Honorable mentions – certificate

In addition to individuals, awards can be given to a team or group. Each member of the team/group will receive the award as if they were an individual (i.e., if a team of three employees wins the Distinguished Innovation award, then they will each receive \$500, the custom award, and a day of vacation leave.