

City of Hot Springs
RECOGNITION PROGRAM

**BILL EDWARDS SPIRIT OF CUSTOMER SERVICE
EMPLOYEE OF THE YEAR AWARD**

PURPOSE

The purpose of this award is to recognize and show appreciation for an individual City employee who has most exemplified through his/her innovation, creativity, commitment and dedication, inspiration, helpfulness, friendliness, and public service what a City of Hot Springs employee should be. Because of the character, commitment and dedication of City Director William J. “Bill” Edwards to providing exemplary customer service to the individual citizen of Hot Springs, as well as to the community as a whole, this award has been named to honor this true public servant.

POLICY

Each year the City of Hot Springs will hold an annual awards ceremony during Excellence in City Government Week to recognize all City award recipients for their high quality of performance. The “**Bill Edwards Spirit of Customer Service Employee of the Year Award**” will be revealed at this banquet.

NOMINATION GUIDELINES

Each City division may submit one nomination no later than January 3. All nomination(s) must be submitted on the official form and forwarded to Minnie Lenox, Human Resources Director, in a sealed envelope. Once the nominations are collected, they will be distributed to the City Selection Committee for final selections.

The nomination(s) must be in sufficient detail to adequately describe the rationale for the nomination and can be based on a specific incident or ongoing performance.

The nomination may be guided by, but not limited to, the following criteria:

- Demonstrates a commitment to their assigned tasks above and beyond normal job expectations.
- Makes a significant contribution to improving department and City services.
- Exhibits innovation and creativity.
- Demonstrates commitment to job through consistent attendance.
- Is an inspiration to co-workers.
- Demonstrates extraordinary helpfulness and friendliness when serving the public and when working with other co-workers and City departments.
- Exemplifies team spirit in accomplishing normal duties and special projects.