

# FPM Outstanding Achievement Awards

## FPM OUTSTANDING EMPLOYEE AWARD

(Formerly known as the Sam Lee Outstanding Achievement Award)

Eligible candidates include all non-supervisory FPM employees (operations, custodial and administrative).

The Sam Lee Award was created in 1991 to honor Sam's 35 years of service to USC and the Facilities organization. The award criteria are based on many of the attributes that Sam possessed that made him so special to USC and the Facilities Management Services Division. For the 2021 award cycle, the award criteria continue to include the original Sam Lee Award attributes while the name of the award was changed to the 'FPM Outstanding Achievement Award' to reflect the incorporation of FMS, CCD and REAM into one organization.

### Outstanding Achievement Award Criteria

#### All candidates must:

1. **Have at least 5 years of consecutive service at FPM.** Must not have been a recipient in the last three (3) years.
2. **Have a track record of outstanding performance** – Their performance evaluation has to be a 3.5 average, or higher, over the previous 3 years. They cannot have any performance/ disciplinary issues within last 2 years.
3. **Demonstrate a positive attitude** – Adapts to change- is open to new ideas, handles pressure constructively, adjusts plans to meet changing needs. Has good listening skills, builds strong working relationships with staff and customers, is flexible/open-minded, negotiates effectively, solicits performance feedback and handles constructive feedback well.
4. **Have reputation for “going the extra mile”** – By helping out others through good teamwork and helping team meet all team goals, deadlines, and responsibilities; welcoming and coaching newcomers and promoting a team atmosphere; taking on less desirable assignments; taking on new responsibilities, listening to others and valuing opinions,
5. **Demonstrate outstanding customer service** – Handles customer questions and complaints, communicates with customers politely and in a timely manner, handles service problems politely and efficiently, always available for customers, follows procedure to solve customer problems, understands FPM services, maintains pleasant and professional image.
6. **Serve as an example to peers** – Deals with others in a straightforward and honest manner, is accountable for actions, and maintains confidentiality. Tackle's problems and takes independent action, seeks out new responsibilities, acts on opportunities, generates new ideas, practices self-development, sets good example for others.
7. **Display FPM Values** – consistently demonstrates FPM Values: Accountability, Collaboration, Respect, Trust, Employee Recognition

#### Process:

HR will generate a list of the employees who meet criteria #1 and #2 and populate an on-line application form. Also, supervisors and directors will receive a list of eligible employees for use with the paper version of the nomination form.

- Communication to all in FPM that the nominations are open.
- The form will be used to list the criteria for nominations.
- The Selection Team will vote on the nominees and select the recipients of the FPM Outstanding Achievement Award.
- All eligible nominees will be notified by supervisor/unit director that they were nominated for the award through a letter which will go in their personnel file. Nominees not selected for Award will be eligible for a \$50 Gift Card.

Monetary Prize is \$500 per awardee.(subject to applicable tax laws)