

FPM Outstanding Achievement Awards

FPM DIRECTORS AWARD

Eligible candidates include all FPM supervisory and management staff*. Management can be internal to USC or external to USC, such as consultants and architectural/engineering firms.

The Directors Award was created in 1998 focused on frontline staff and expanded in 2008 to eligible Facilities Management Services (FMS) management and supervisory staff who were not eligible to receive the Sam Lee Award (known today as the Outstanding Achievement Award). While the criteria has remained the same, the award has been renamed the "FPM Directors Award" to reflect the incorporation of FMS, CCD, CFA, REAM, and MMMS into one organization.

Directors Award Rookie Category Criteria

All candidates must:

- 1) **Have at least 3 years of consecutive service at FPM in supervisory or management position***; Not a recipient in last three (3) years.
- 2) **Have a track record of outstanding performance** – Their performance evaluation has to be a 4 average or higher over the previous three (3) years. They cannot have any performance/disciplinary issues within last two (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, maintains confidentiality, supports FPM and USC values. Tackles 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 the Spirit of USC**– Consistently demonstrates USC values: Integrity, Excellence, Community, Well-being, Open Communication, and Accountability

Process:

HR will generate a list of the employees who meet criteria #1 and #2, and populate an on-line application form.

- Directors and those in management positions will be notified that 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 Directors Award.
- All eligible nominees will be notified by unit director that they were nominated for the award through a letter which will go in their personnel file. Nominees will be entered into a \$25 bookstore gift card raffle, and the winners will be announced at the June All Staff.

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

NOTE: excludes members of the FPM Sr. Leadership Team in the following positions: VP, AVP, Assoc. Sr. VP, Director and Executive Director.