

FPM Outstanding Achievement Awards

FPM OUTSTANDING EMPLOYEE AWARD – ROOKIE CATEGORY

Eligible candidates include all non-supervisory FPM employees (operations, custodial and administrative) with more than 1 and less than 5 years of consecutive service at FPM.

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. 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, CFA, REAM, and MMMS into one organization.

Outstanding Employee Award Rookie Category Criteria

All candidates must:

- 1) **Have at least 1 full year and less than 3 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** – A minimum of 2 completed performance reviews with an evaluation score of 4 average, or higher. 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, maintains confidentiality, supports FPM and USC values. 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 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 Outstanding Achievement 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)