



## **Employee Excellence Award Program**

### **Purpose/Overview**

The ODU Research Foundation Recognition of Excellence Award Program is designed to recognize, motivate, and reward employees that demonstrate remarkable on-the-job excellence in Quality of Work, Customer Service, Teamwork, Leadership, and Innovation. This award is geared toward specific job performance and successful nominations will provide clear reference to tangible examples in one or more of these areas of excellence.

### **Eligibility**

All regular full-time or regular part-time employees are eligible to receive a nomination for the award. Nominations can come from Research Foundation management, employees or customers within the research community. Anonymous nominations and self-nominations will not be accepted in consideration for this award.

### **Nomination Guidelines**

Eligible employees must demonstrate one or more of the Hallmarks of Excellence in his/her job performance in order to be nominated for this award. The definition of these hallmarks of excellence is briefly described in the following:

**Quality of Work** - Consistently produce the desired level of service by providing high level, accurate work with noticeable attention to detail, effective problem solving, and taking pride and ownership in tasks.

- Consistently and actively represents the needs of the customer by making choices and setting priorities to meet their needs in each individual situation.
- Assumes personal responsibility for work and consistently completes tasks in an efficient and accurate manner.
- Significantly exceeds project and/or customer expectations on all tasks with minimal supervision.
- Is thorough when performing work and is conscientious when attending to detail.
- Remains current with change to reporting guidelines and understands their ramifications.

---

**Customer Service** - Responding to the needs of the University and research community by providing quality core service and extraordinary customer treatment.

- Seeks information about the real underlying needs of the customer, providing insight, and recommending actions to address those needs.
- Patient, competent, and professional with customers while solving their problems with prompt & attentive accuracy.
- Demonstrates stellar listening, questioning, and interpersonal skills.
- Continuously and proactively keeps customers up to date about progress of projects.
- Graceful and tactful under pressure from customers.

**Teamwork** - Mutual contribution and commitment to support the University's research objectives by doing work that contributes to the enhancement of the whole.

- Consistently shows understanding, courtesy, tact, empathy, and concern when interacting with others.
- Demonstrates a willingness to go above and beyond ones job responsibilities to assist others.
- Encourages a participative approach to work, fostering a cooperative effort at all times.
- Coordinates own responsibilities with those of other work groups so project is not delayed due to lack of coordination.
- Assist peers in completion of duties and application of relevant information.

**Leadership** - The ability to listen, translate, decide, and motivate others. It is not the office that you hold or the job that you do, but rather the professional manner with which you approach your involvement in a project.

- Sets a professional example for others to follow.
- Excels in encouraging cooperation, pride, trust, and group identity in and between departments.
- Welcomes the opportunity to take on new responsibilities and challenges, learns new job skills and teaches others.
- Inspires others to excel in their tasks and work towards the achievement of a shared goal or mission.
- Willingly seeks and assumes other's tasks when situations arise.

**Innovation** - Introduction of a new idea or improved process that supports the mission of the Research Foundation in a way that results in great service, value, or cost savings provided to the organization or customer.

- Challenges the adequacy and quality of traditional thinking (i.e. the way things have always been done) by recommending new processes.
- Consistently anticipates the needs of the customer and makes recommendations that will improve processes or controls.
- Improves performance by doing things that may be unique, leading edge, or new which enhances value or excellence in the workplace.

- 
- Displays ingenuity and imagination in problem resolution.
  - Looks for ways to improve activities and contributes to implementation.

### **Where to get nomination forms**

Nomination forms may be obtained on the Research Foundation's website or may be provided upon request from the Human Resources Department.

### **Frequency**

The ODU Research Foundation Employee Excellence Award has been implemented to replace the former Employee of the Month award; however, it is not to be confused with it. According to the discretion of the Management team, this recognition may be awarded to one or more employees in a given month or not at all. The degree and frequency of recognition will be based solely on the merit and timing of the nomination(s) received.

### **Reward for Those Recognized**

Employees receiving the Employee Excellence Award will receive one day of paid leave during the month in which they are selected. This day off must be coordinated with the awardee's immediate supervisor to ensure adequate staff coverage. Additionally, this award will also include a spotlight announcement on the Research Foundation website.