



CITY OF DELRAY BEACH

ADMINISTRATIVE POLICIES AND PROCEDURES

DEPARTMENT:	Human Resources	POLICY NUMBER:	GA-43
SUBJECT:	Exemplary Employee Performance Award	SUPERSEDES:	Rev. 3
REVISION:	4	EFFECTIVE DATE:	March 6, 2024
APPROVED BY:	 Terrence Moore, City Manager		

PURPOSE

The City of Delray Beach Exemplary Employee Performance Award Program is intended to recognize exemplary employee performance and to provide monetary reward for such performance. This program is separate and distinct from the City's Employee Suggestion Program or any other program affecting an employee's compensation.

This program is intended to reward a relatively small group of employees for truly extraordinary performance that exceeds above average or acceptable performance.

The Employee Incentive Award Program will provide a one-time cash award for superior job performance. This type of award brings visible recognition as well as a monetary reward to the recipient.

POLICY

The criteria for eligibility include:

- A. Employees must have worked for the City full-time for a minimum of one year and shall display on a consistent basis, as documented in their annual performance evaluations:
 1. Dependability and reliability rated outstanding
 2. A positive attitude and cooperative spirit;
 3. Adherence to SPIRIT Core Values, as stated in the Employee Handbook.
 4. Personal initiative and leadership in the conduct of duties and responsibilities;
 5. Completion of all regular and special duties, including the application of safety rules and regulations.
 6. Adherence to Palm Beach County Code of Ethics and City policies
 7. No written disciplinary actions in the previous twelve months for performance issues.

- B. Employees should display one or more of the following:
 1. Demonstrated leadership appropriate to the position
 2. Consistent "above satisfactory" or "outstanding" performance evaluation ratings;
 3. An innovative approach to a project or assignment;
 4. Overall spirit of cooperation towards key City and department goals and objectives;
 5. Teamwork and cooperation working with fellow employees to attain the goals of the City and the department;

6. Actions which strengthen and contribute to the effectiveness of the nominee's work group;
7. Actions that demonstrate good stewardship of resources and help to eliminate waste, conserve taxpayer dollars or improve the City's financial position.

8. Department Directors should display one or more of the following to be eligible for an award:
 - a. Implementation of innovative solutions to complex projects
 - b. Demonstrated leadership of his/her department staff
 - c. Their department staff displays excellent level of service toward external and internal customers.
 - d. Actions that demonstrate good stewardship of resources and help to eliminate waste,
 - e. Saving the City money and improving the City's financial position.
 - f. Demonstration of teamwork and cooperation with senior management team
 - g. Other exceptional contributions recognized by the City Manager's Office

PROCEDURE

- A. Nominations will be initiated by Department Directors and measured against departmental goals, as well as City-wide goals and objectives. Department Director awards will be handled by the City Manager.
- B. The Department Director's nomination will be submitted to Human Resources in a memorandum detailing the justification and indicating the recommended performance award.
- C. The Human Resource Director will review the nominations and forward a recommendation to the City Manager for final determination of an award. The Human Resources Director's review shall be guided by the following criteria:
 1. Normal Duties Review – these are baseline activities required to maintain normal organizational function. They may include;
 - a. Job Knowledge: knowledge of duties and responsibilities required for current job or position.
 - b. Productivity: amount of work generated and completed successfully in a timely manner.
 - c. Quality: correctness, completeness, accuracy, and economy of work.
 - d. Initiative: amount of personal responsibility taken for completion of work, progress made without direct supervision, willingness to think through work barriers.
 - e. Following Policies and Procedures: approach used and application of instructions, procedures, rules and regulations.
 - f. Organizing and Planning Work: sets realistic objectives, anticipates and prepares for future requirements, establishes logical priorities.
 - g. Quality of Judgement: Use of available information, date or facts, review, analysis, and evaluation of that information; application of logic and decision-making principles; selecting a preferred option; and sharing decision with others.
 - h. Communicating: orally and in writing, composition of reports, directives, letters, news, etc. Good principles of writing, clarity, brevity, yet sufficient details, expressing information and instructions; maintaining an attitude of willingness to hear and share information.

- i. Interpersonal Relations: establishes and maintains cordial work climate, promotes harmony and enthusiasm, displays sincere interest in assisting other employees.
- j. Leadership: sets high standards, provides managerial example, encourages subordinates to perform efficiently, communicates effectively.
- k. Subordinate Development (if applicable): helps subordinates plan career development, grooms potential replacements, gives guidance and counsel.

2. Behavioral Excellence – the employee has exhibited some of the following behavioral patterns:

- a. Demonstrates consistent and measurable, unusually high levels of productivity in daily work performance.
- b. Successfully coordinated a major project.
- c. Made significant contributions to the organization.
- d. Increases the overall performance of the department through consistent extra assistance to citizens and/or fellow employees.
- e. Consistently put in extra time and effort to address the growing demands on the department.
- f. Performed successfully on task forces, committees, special projects.
- g. Developed cost saving innovations.
- h. Pursued personal development including attainment of education.
- i. Oriented towards serving customers and productive action.
- j. Practices autonomy and entrepreneurship – takes creative approaches.
- k. Works in harmony with departmental mission, goals, and values.
- l. Has a respectful and positive relationship with citizens and fellow employees.
- m. Flexible in day-to-day working conditions and in adverse conditions.
- n. Delegates work effectively
- o. Able to make decisions skillfully and successfully.

D. Awards may be made by the City Manager up to five (5) percent of an employee's current base rate of compensation as a lump sum bonus.

E. Once the award has been granted, Human Resources will schedule the employee to be recognized at a City Commission meeting and presented with a plaque.

F. All employees are eligible for performance awards at any time during the year. Awards shall be a one-time payment made in lump sum, subject to applicable taxes, and not considered part of an increase in the employee's base rate of pay.

INSTANT RECOGNITIONS

G. When an employee exemplifies performance that may not rise to the level required for the Exemplary Employee Performance Award, supervisors and managers may present a \$25 gift card to such employees in recognition of their performance. Gift cards will be maintained by Human Resources in accordance with their approved annual budget.