



## CITY OF DELRAY BEACH EMPLOYEE OF THE MONTH NOMINATION FORM



(MUST BE SUBMITTED TO THE NOMINEE'S DEPARTMENT HEAD BY *THE LAST FRIDAY OF THE MONTH*)

Name of nominated  
employee:

Olivia Salvio

Job Classification: Customer Service  
Rep

Dept./Division: Finance/UTB

**Please select one or more of the following guidelines applicable to the nomination:**

- ☐ Action, service, idea or method that resulted in organizational improvements (saved the City time or money by streamlining a process such as eliminating waste, significantly decreasing expenses or increasing efficiency), and/or;
- ☐ Outstanding action that brought public recognition to the City or enhanced the city or department's professional image (returned a citizen's personal property; recognized in the media for "going above and beyond" routine job responsibilities), and/or;
- ☐ Displaying overall excellent cooperation toward City goals and objectives (effectively communicating or sharing information/knowledge to other departments/co-workers to achieve a common goal), and/or;
- ☐ Going "above and beyond the call of duty" that exceeds nominee's job description (exemplary action outside of work routine that prevented a citizen or co-worker from serious injury or death), and/or;
- ☒ Other action warranting city wide recognition.

Please justify the nomination by providing **specific** details (use additional sheets if necessary):

Olivia Salvio has faithfully served the City of Delray as our Cashier for more than 25 years. She has

consistently provided excellent service to both internal and external customers for more than two

decades. Her dedication and hard work is an inspiration for both existing and new team members.

She has developed a rapport with many customers over the years, who will often ask for her by name

if she is away from her desk. She is able to diffuse customer concerns with ease and professionalism.

In addition, even though she is not compensated for her ability to speak intermediate Spanish as it

relates to water related concerns, billing, and payments, she has continued to do so which has saved

the City time and resources. Olivia has volunteered to work at many City events over the years that

are outside her normal business hours (the back to school bash, Christmas events, Parks events,

etc..) Olivia is an asset to the City and the Utility Billing Division.





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(THIS SECTION TO BE COMPLETED BY DEPARTMENT HEAD)

**Instructions:** Select yes or no after each question and provide an explanation or comment. The Department Head is responsible to ensure the form is returned to the Human Resources Department by **5:00pm on the first business day of the month.**

DESCRIPTION	YES	NO
Has the employee completed all regular and special duties as required including adherence to the City's Rules and Regulations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Has the employee maintained a positive attitude and overall excellent spirit of cooperation toward City goals and objectives?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Has the employee been involved in any safety incident during this nomination year in which she/he was at fault?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Are there any disciplinary action pending involving this employee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Department Head Comments:** (use additional sheets if necessary)

Olivia is literally the "face" of the Utility Billing Customer Svc Division, by virtue of her working as the Cashier. She possesses excellent customer svc skills, as exhibited by her ability to get along with her peers as well as with the many customers whom she serves on a daily basis. Her dedication to her work is beyond compare. I therefore recommend her as Employee of the Month.

Hugh Dunkley  
Department Head

[Signature]  
Signature

8/14/22  
Date

### This Area To Be Completed By Human Resources

Human Resources will review the employee's file to verify eligibility

☒ Approved

☐ Disapproved

[Signature]  
Human Resources Director

D. J. [Signature]  
Signature

8-15-23  
Date



**CITY OF DELRAY BEACH  
EMPLOYEE OF THE MONTH NOMINATION FORM**



Jacquelyn Smith  
Submitted by : (Print Name)

Jacquelyn Smith 8/17/2023  
Signature Date

Finance / UTB  
Department / Division

Smithja@mydelraybeach.com  
Email Address

Anonymous or self-nominations will not be accepted