


Date: June 27, 2024

To: Department Directors

From: Daniella Levine Cava
Mayor 

Subject: Launch of and Nominations for Two New Employee Recognition Awards

In recognition of outstanding dedication and service, I am proud to introduce the launch of two new prestigious employee recognition awards: the Sean McCrackine Above and Beyond Award and the Miami-Dade County No Wrong Door Customer Service Excellence Award.

Sean McCrackine Above and Beyond Award

Named after the late Sean McCrackine, this award honors employees who exemplify excellence in public service. Sean McCrackine, an esteemed colleague who served as a public servant in Miami-Dade County for almost 28 years and who started his career in the Department of Environmental Resources Management, worked as a Commission Aide for many years and most recently served as Director of Policy in my Administration, was a beacon of dedication and integrity. This award aims to recognize individuals who demonstrate the same unwavering dedication, integrity, and commitment to serving the public interest. Candidates for this award must possess a combination of the following attributes: exemplary public service, ethical conduct and integrity, responsiveness and accountability, innovative problem solver, and an individual who demonstrates inclusivity and equity in his or her service to others.

No Wrong Door Customer Service Excellence Award

One of the initiatives I am most proud of is the No Wrong Door initiative that I rolled out in my first year as mayor. No Wrong Door is a community-focused initiative designed to connect residents to government resources and community-based organizations. Our mission is to ensure that each person's first point of contact in the County leads to seamless, comprehensive, and compassionate delivery of government services. This award recognizes employees who consistently demonstrate exceptional customer service skills in their interactions with residents, businesses, visitors and their fellow County employees. It aims to highlight those who ensure that every customer interaction is positive and effective, reflecting our commitment to public service excellence. Candidates for this award must possess a combination of the following attributes: a commitment to customer satisfaction, effective communication, problem-solving abilities, empathy and understanding.

In honor and in memory of our colleague, Sean McCrackine, my sincere desire is to announce both awards on October 10th at the monthly service awards for county employees. I am inviting all directors to nominate individuals who meet either one of these categories. Attached is a nomination package with more information about the awards and a nomination form. The deadline for nominations is July 24, 2024. Please include in your nomination package the following: a copy of the nominee's most recent performance evaluation and a letter of recommendation. Nominees will be screened by the Human Resources Department and finalists will be reviewed by a panel of members of my senior staff. Recommendations for the winners of these two prestigious awards will be presented to me for final approval and selection.

Kindly submit your nomination package to: EOY@miamidadegov no later than July 24, 2024. If you have any questions, please contact Sara Vallazza, Employee Engagement Coordinator at 305-375-1389 or at Sara.Vallazza@miamidadegov.

I look forward to the opportunity to honor those who go above and beyond in their service to our community and who exemplify the values of dedication, integrity, and excellence.

Attachment


c: Honorable Chairman Oliver G. Gilbert III
and Members, Board of County Commissioners
Honorable Juan Fernandez-Barquin, Clerk of the Court and Comptroller
Honorable Pedro J. Garcia, Property Appraiser
Geri Bonzon-Keenan, County Attorney
Gerald K. Sanchez, First County Attorney
Jess M. McCarty, Executive Assistant County Attorney
Office of the Mayor Senior Staff
Felix Jimenez, Inspector General
Jose J. Arrojo, Executive Director, Commission on Ethics and Public Trust
Javier A. Betancourt, Executive Director, Citizens' Independent Transportation Trust
William Diggs, Executive Director, Miami-Dade Economic Advocacy Trust
Aileen Boucle, Executive Director, Transportation Planning Organization
Ursula Price, Executive Director, Independent Civilian Panel
Department Personnel Representatives
Sara Vallazza, HR Employee Engagement Coordinator

2024
EMPLOYEE OF THE YEAR




GUIDELINES





The 2024 Employee of Year Awards
serve to recognize and celebrate
the outstanding contributions of
Miami-Dade County employees who
exemplify excellence and dedication to
public service. By honoring individuals
who embody these values, we not
only acknowledge their achievements
but also inspire others to strive for
excellence in their own roles within our
County government.



AWARD CATEGORIES

SEAN MCCRACKINE ABOVE AND BEYOND AWARD

This award aims to recognize and celebrate a Miami-Dade County employee who exemplify unwavering dedication, integrity, and commitment to serving the public interest. This award will acknowledge an individual who consistently goes above and beyond their duties to make a positive difference in the lives of county residents and our communities.

Applications submitted for this award category should explain how the employee demonstrates the following:

Exemplary Public Service

A strong commitment to serving the public interest and improving the quality of life for residents through their work and actions

Ethical Conduct and Integrity

The highest standards of ethical conduct, integrity, and professionalism in their interactions with colleagues, constituents and stakeholders

Inclusive and Equitable Service

A track record of promoting inclusivity, diversity, and equity in their work, ensuring that government services are accessible and equitable for all members of the community

Responsive and Accountable

Responsive to the needs and concerns of constituents, as well as a commitment for accountability and transparency in their decision-making processes

Innovative Problem Solving

Creativity and resourcefulness in addressing complex challenges and finding practical solutions to improve public services and programs



NO WRONG DOOR CUSTOMER SERVICE EXCELLENCE AWARD

This award aims to recognize and honor a Miami-Dade County employee who consistently demonstrate exceptional customer service skills in their interaction with residents, businesses and visitors. This award highlights the importance of delivering outstanding service and fostering positive experiences for all who engage with our County government.

Applications submitted for this award category should explain how the employee demonstrates the following:

Commitment to Customer Satisfaction

A strong commitment to meeting and exceeding the needs and expectations of customers, ensuring their satisfaction with County services at every interaction

Effective Communication

Excellent communication skills, including active listening, clear and concise verbal and written communication, and the ability to convey information in a courteous and professional manner

Problem-Solving Abilities

Strong problem-solving skills, promptly addressing customer inquiries, concerns, and complaints with empathy, creativity, and efficiency

Empathy and Understanding

Shows empathy and understanding towards customers' diverse needs, backgrounds, and perspectives, treating everyone with respect, dignity, and fairness





RECOGNITION

All the nominees will be recognized publicly by the Mayor, with the winners announced on October 10, 2024. Each nominee will receive a Certificate and 8 hours of Administrative Leave. A copy of the Certificate will be recorded in their personnel file. Leave must be used within a year of presentation.

The Employee of the Year winners in each category will receive a plaque, a \$1,000 monetary award and five days of Administrative Leave. A letter documenting the Employee of the Year designation will be recorded in the winner's personnel file. Leave must be used within a year of presentation.


The Employee of the Year runner-ups in each category will receive a plaque and three days of Administrative Leave. A letter documenting the Employee of the Year designation will be recorded in the winner's personnel file. Leave must be used within a year of presentation.

All applications will be reviewed by a working group coordinated by the Human Resources Department to assure completeness. Nominees may be requested to answer questions and provide additional information. The Employee of the Year winners will be selected by the Mayor and a working team she establishes to review the final nominees. The Winners will be announced at the ceremony on October 10, 2024.

Nominations must be submitted by noon on Wednesday, July 24, 2024. These should be emailed to EOY@miamidade.gov. The subject line should identify the nomination with the following: 2024 EOY/
Identify Submitting Department/ Nominee's First and Last Name.

If you have any questions or require assistance, please contact Employee Engagement Coordinator Sara Vallazza in the Human Resources Department's Benefits and Employee Support Services Division at 305-375-1389 or email her at Sara.Vallazza@miamidade.gov.

Reference: Administrative Order 7-30 – Employee Recognition Programs





2024 Employee of Year Nomination Form

Nominee/ Job Title/Department _____

Contact Information (include cell phone number, email, assigned location)

Nomination Category (Select only one category.)

Sean McCrackine Above and Beyond Award

No Wrong Door Customer Service Excellence Award

In 500 words or less, describe the actions and attributes that make nominee eligible for consideration in the selected category. You can attach write-up separately. Remember: **Department can submit only one nominee per category.**

Contact the following individuals for additional information about the nominee: (Include phone number and email. Also explain connection to nominee.)

Attach a copy of the nominee's last performance evaluation and no more than three (3) letters of recommendation or commendation to complete your nomination packet. Documentation must be current. Application also requires a photo of the nominee that can be used for publicity and in the presentation event program on October 10, 2024. A JPEG is preferred.

Submitted by Department Director:

Signature _____ Date _____

Name _____

The deadline for nominations is noon on Wednesday July 24, 2024.

Email: EOY@miamidade.gov

Be sure the subject line reads: 2024 EOY/ Identify Submitting Department/ Nominee's First and Last Name
Thank you.