

Policy # **UF00**

Policy Title: **Employee Recognition Policy**

Policy Steward: Facilities Training & Development Manager

Purpose: To enhance the pride and morale of division employees and to encourage and reward outstanding performance, achievement excellence, workplace creativity, innovation, and customer service in support of the University mission.

Applicability: This policy applies to personnel employed within the Division of University Facilities at Montclair State University and Bloomfield College of Montclair State University.

Policy: University Facilities (UF) will formally recognize the performance-based and service contributions of its employees by creating and sustaining an Employee Recognition Program. The awards cycle period of eligibility is from July 1 to June 30. Categories of recognition include:

Service Milestone Awards are anniversary dates recognized in 5-year increments beginning with 5 years of service. Service is calculated from the official date of hire as cataloged in Workday as a permanent position and verified by the Division of Human Resources. Employees on a leave of absence or in disciplinary status during their anniversary will receive the award upon their return to regular work status.

Award: All employees receive a certificate and a corresponding award, which may vary depending on years of service. Red Hawk Dollars are awarded only at milestone anniversaries of 10, 15, 30, 35, 40, and 45 years, with amounts varying based on available Red Hawk Dollar funds.

The Graduate Award is given to employees who have graduated from an accredited college or university with an undergraduate or graduate degree during the eligibility period. Employees must provide proof of (pending) graduation during the awards cycle period of eligibility to receive the award.

Award: Diploma Frame

The Star Teamwork Award recognizes an established team of employees or two or more individuals who collaborated on a significant project or task in the past fiscal year, honoring demonstrated excellence in collaboration, commitment, innovation, leadership, and learning. The

recipients are selected by nomination or commendation from division employees and customers.

Award: Certificate and Red Hawk Dollars*

The Red Hawk Customer Service Award recognizes individuals who have received praise and positive feedback for exceptional customer service. Nominations are based on service-related comments submitted by customers, including University students, faculty, staff, visitors, and colleagues within the division. To be considered, feedback must be received from a customer by **April 30**. Recipients are selected based on nominations or commendations submitted by customers or division employees.

Award: Certificate, letter from UFVP and Red Hawk Dollars*

The Supervisor's Award for Excellence recognizes demonstrated and consistent leadership and commitment to University Facilities and its values of Collaboration, Communication, Timeliness, Proficiency, and Sustainability. It is awarded to one Supervisor who embodies the spirit of teamwork and encourages success for the division and its employees. The recipient is nominated by the UFVP, AVPs, Managers and Supervisors, and selected by the consensus of the UFVP and AVPs.

Award: Award, Red Hawk Dollars* and lunch with UFVP

The Manager's Award for Excellence recognizes demonstrated and consistent leadership and commitment to University Facilities and its values of Collaboration, Communication, Timeliness, Proficiency, and Sustainability. It is awarded to one Manager who embodies the spirit of teamwork and encourages success for the division and its employees. The recipient is nominated by the VP, AVPs, Managers and Supervisors, and selected by the consensus of the VP and AVPs.

Award: Award, Red Hawk Dollars* and lunch with UFVP

The Vice President's Award for Excellence recognizes a highly-engaged and self-driven employee who has demonstrated notable professional achievement and a commitment to driving the success of University Facilities. Recipients are selected at the sole discretion of the Vice President for University Facilities.

Award: Award, Red Hawk Dollars* and lunch with UFVP

The John W. Dennis Award for Leadership is bestowed upon an employee who has worked at the University for a minimum of five years and has demonstrated exceptional abilities to lead, serve, inspire, and collaborate with broad impact. The award is named in honor of John Dennis, who effectively served the University for 40 years (1972-2012) as a Locksmith and officer in the IFPTE Union. The recipient is selected by the nomination of the VP, AVPs, and Managers, and the consensus of the VP and AVPs.

Recipients of the *John W. Dennis Award for Leadership*, and the *Vice President, Manager, and Supervisor Awards for Excellence* will not be eligible to receive the same award for two consecutive years; however, they may be nominated for other categories during that period.

Award: Award, Red Hawk Dollars* and lunch with UFVP

Eligible Employees include all Classified, Unclassified, and Managerial full-time and permanent part-time University Facilities employees, provided they meet the minimum requirements, which vary based on the specific criteria of each award.

Ineligible Employees include those who meet the basic eligibility requirements but are in Probationary, unapproved absence, or disciplinary status. Temporary, Student, and Contract employees are also ineligible.

*Red Hawk Dollars are subject to available funding in the division budget and are subject to suspension/elimination at the discretion of the Vice President for University Facilities.

Procedure:

1. Nominations may be submitted through the [Training and Development \(T&D\) website](#) throughout the year; however, the Facilities Training & Development Manager will issue a formal call for nominations via email to division staff on or around April 1 each year. The award nomination period will close on April 30.
2. Employees are not permitted to nominate themselves for any award.
3. Nominators must complete a Nomination Form. Nomination forms for each category are available on the [T&D website](#). If a nomination is the result of a verbal or written customer compliment received outside of the nomination system (e.g. email to the immediate supervisor or AVP), the recipient can direct the customer to the online form or fill it out on their behalf and attach the required supporting documents.

4. The T&D Manager will review the initial submission and confirm with Human Resources that the employee is eligible for the award.
5. If the nominated employee is not eligible for the award, the T&D Manager will inform the nominator and the employee's name will be removed from the awards list.
6. The T&D Manager will review the initial submissions and forward them to the designated review team, if applicable, for further consideration and selection.
7. The final recipients of the John Dennis, Manager and Supervisor Awards for Excellence will be selected by the designated review teams.
8. The T&D Manager will notify the recipients and their immediate supervisors of the pending award and coordinate the procurement of the awards.
9. Awards will be distributed by the UF Vice President (or designee) at the annual Division Meeting/Employee Recognition Program.
10. If a recipient is not present at the awards program, the T&D Manager will coordinate distribution of the award with the recipient's immediate supervisor.

Roles/

Responsibilities:

The Vice President for University Facilities retains overall responsibility for division operations and ensures that sufficient funds are allocated to program operations. The Vice President retains rights of final approval over the Employee Recognition Program structure and operations, the selection of award recipients, and the issuance of all awards.

The Facilities Training & Development Manager serves as the logistics and operations coordinator of the University Facilities Employee Recognition Program, and is responsible for managing the nominations process and procurement of awards, goods, and services for the Division Meeting/Awards event.

Definitions:

AVP- An Associate or Assistant Vice President, who oversees a major subdivision or branch (department) of the Facilities Division.

Customer- An individual, organization, or group requiring or utilizing services from University Facilities units or personnel.

Designated Review Team- A pre-determined group of employees responsible for looking at nominations and selecting award recipients.

Disciplinary Status- A system of penalties resulting from poor performance or from misconduct which may increase upon repeat occurrences.

Probationary Employee- A member of staff who is working during a trial or Working Test period, during which their performance is being monitored for conduct and evaluation.

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