

Manatee County Government Administrative Center
Commission Chambers, First Floor
9:15 a.m. - January 10, 2017

January 10, 2017 - Regular Meeting
Agenda Item #3

Presented in Open Session 1/10/17,
Manatee County
Board of County Commissioners

Subject

Employee of the Month - Jeff Connor

Briefings

None

Contact and/or Presenter Information

Contact: Tamie Langman, Human Resources, Ext. 3861

Presenter: Paul Alexander, IT Director

Action Requested

Presentation of the January Employee of the Month awarded to Jeff Connor, IT Senior Specialist, Information Technology.

Enabling/Regulating Authority

Manatee County Code § 2-2-3 - Awards and Incentives to Employees

Resolution R-09-020 - Performance Compensation Programs

Background Discussion

This award is presented monthly.

A designated parking space will be available to the "Employee of the Month."

This employee will receive a \$100.00 cash award in addition to one paid day off.

County Attorney Review

Not Reviewed (No apparent legal issues)

Explanation of Other

Reviewing Attorney

N/A

Instructions to Board Records

None

Cost and Funds Source Account Number and Name

\$125.00 0010003700-549001-Awards, Ad Valorem Tax

Amount and Frequency of Recurring Costs

None

Attachment: [Conner EOM.pdf](#)

Attachment: [connor EOM.pdf](#)



MANATEE COUNTY GOVERNMENT
"EMPLOYEE RECOGNITION PROGRAM"
NOMINATION FORM

(PLEASE PRINT)

DATE: 10-31-2016

[X] EMPLOYEE OF THE MONTH NOMINATION

NAME: Jeff Connor
DEPARTMENT: Information Technology DIVISION: Telecommunications
JOB TITLE: It Sr. Specialist DATE OF HIRE:
NOMINATED BY: Joseph Cassidy PHONE#: 748-4501 Ext. 3418

SUBMITTED TO ERPC _____ ELIGIBLE FOR CONSIDERATION FROM _____ TO _____
Reviewed by Human Resources _____ Date: _____

[] TEAM NOMINATION

NAME: _____ DEPARTMENT: _____
NAME: _____ DEPARTMENT: _____
NAME: _____ DEPARTMENT: _____
NAME: _____ DEPARTMENT: _____
NOMINATED BY: _____ PHONE#: _____

Reviewed by Human Resources _____ Date: _____

[] SAFETY NOMINATION

NAME: _____
DEPARTMENT: _____ DIVISION: _____
JOB TITLE: _____ DATE OF HIRE: _____
NOMINATED BY: _____ PHONE#: _____

Reviewed by Human Resources _____ Date: _____

[] HEROISM NOMINATION

NAME: _____
DEPARTMENT: _____ DIVISION: _____
JOB TITLE: _____ DATE OF HIRE: _____
NOMINATED BY: _____ PHONE#: _____

Reviewed by Human Resources _____ Date: _____

Nominated Employee(s): Jeff Connor
Type of Nomination: Employee of the Month

EMPLOYEE OF THE MONTH NOMINATION

1. BRIEFLY DESCRIBE THE JOB DUTIES OF THE NOMINEE:
Jeff handles phone and other Telecommunications needs.

2. DESCRIBE THE CHARACTERISTICS AND JOB COMMITMENT/PERFORMANCE THAT MAKES THIS NOMINEE EXCEL ABOVE AND BEYOND OTHER COUNTY EMPLOYEES.
Jeff is always willing to help and go the extra mile to ensure the job is completed properly. He is always cheerful and professional. On many occasions, Jeff has not only resolved issues, but has shown his customers how to prevent similar issues in the future. His kind demeanor and thoughtfulness make him a true Manatee County asset.

3. SUBSTANTIATE WHY THOSE CHARACTERISTICS JUSTIFY THIS EMPLOYEE TO BE RECOGNIZED AS A MANATEE COUNTY "EMPLOYEE OF THE MONTH". (BE AS SPECIFIC AS POSSIBLE.)
Through his everyday work ethics, Jeff is a role model for how other county employees should treat other county employees and citizens.

4. HOW DOES THIS EMPLOYEE BEST EXEMPLIFY THE COUNTY'S MISSION STATEMENT: Manatee County Government is committed to providing quality service with an emphasis on Accountability, Civility and Ethics. Manatee County Government's mission is to provide efficient, effective, responsive government that is always mindful of our sensitive natural environment while achieving the Commission's vision for the County: a premier place in which to live and work and play.
Accountability: Jeff will always take responsibility when issues arise whether they are his own, or those of others and he will ensure they are corrected as quickly as possible.
Civility: Not many employees are kinder or more civil than Jeff. He has never shown the least bit of anger or frustration towards anyone; only caring.
Ethics: Jeff will go above and beyond to assist anyone, but works within the limits of county procedures.

SAFETY NOMINATION

Achievements considered may include, but are not limited to, the following suggestions. Check the category(ies) that best describe the safety accomplishments of the nominee.

- | | |
|---|---|
| <input type="checkbox"/> Safety meeting contribution | <input type="checkbox"/> Demonstration safety consciousness & initiative |
| <input type="checkbox"/> Response in an emergency | <input type="checkbox"/> Consistent maintenance of safe work environment |
| <input type="checkbox"/> Coaching co-workers on safe work practices | <input type="checkbox"/> Identifying, reporting and helping to correct a hazard |

1. Explain how employee(s) achieved, maintained or improved safe work environment. (BE AS SPECIFIC AS POSSIBLE. Use an additional sheet as necessary.)

Nominated Employee(s): Jeff Connor
Type of Nomination: Employee of the Month

TEAM NOMINATION

Check the selected criteria that best describes the team's performance.

- | | | | | | |
|--------------------------|--------------------|--------------------------|----------------|--------------------------|-------------|
| <input type="checkbox"/> | Project | <input type="checkbox"/> | Committee Work | <input type="checkbox"/> | Emergency |
| <input type="checkbox"/> | Special Assignment | <input type="checkbox"/> | Cost Savings | <input type="checkbox"/> | Promotional |
| <input type="checkbox"/> | Community Work | <input type="checkbox"/> | Other | | |

1. Summarize the work efforts that justify this nomination.

2. How did the team of employees contribute to improving the quality of services to the County and its citizens? Explain how this effort was beyond the normal realm of duties and responsibilities of these individuals.


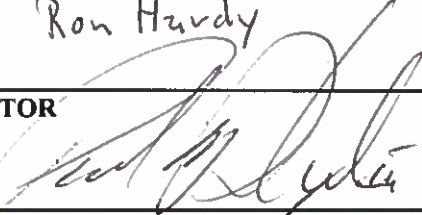


HEROISM NOMINATION Describe heroic act below or attach additional pages.

Nominated Employee(s): Jeff Connor
Type of Nomination: Employee of the Month

ADDITIONAL COMMENTS:

NOTE: ADDITIONAL DOCUMENTATION AND/OR COMMENDATIONS MAY BE ATTACHED (UP TO 10 PAGES).

** See attached **

EMPLOYEE'S SUPERVISOR Approved/Disapproved		Date: 11/9/16
Supervisor's Comments:	Ron Hardy	
DEPARTMENT DIRECTOR Approved/Disapproved		Date: 11/9/16
Department Director's Comments:	Paul Alexander	
Reviewed by Risk Management (Safety Award):		Date: 

DEPARTMENT DIRECTOR - NOTE:

Please notify Tamie Langman, Human Resources Department of any change in status regarding the nominated employee.

PLEASE SUBMIT YOUR NOMINATION TO THE HUMAN RESOURCES DEPT.
ATTN: Tamie Langman, ERC Coordinator.

Employee of the Month Recommendation: Jeff Connor

I have always said his strongest asset is customer service. Jeff treats everyone in a professional manner and it does not matter if that is someone within our own department, another County department, constitutional office or outside vendor. I have received complements on his attitude and knowledge from multiple customers. He follows through with customers on issues and ensures they are corrected and happy. He attempts to deal with people on a level they can understand and do not try to overload them with technical information or excuses. Simply put, he is an excellent representation of our department and the County as well. Thanks for recognizing his work and commitment.

Regards,

Ron Hardy
Telecommunications Division Manager
Manatee County Government
1112 Manatee Ave. W.
Suite 701
Bradenton, FL 34205
Phone (941)748-4501 X 3668

I just wanted to take this opportunity to recommend Jeff Connor for Manatee County Employee of the Month. As the ITS Service Center Supervisor, I am constantly reminded of Jeff's value to our organization. Always willing to assist, Jeff will go the extra mile for his customers. Problems resolved right the first time and in a timely and professional manner. It is a pleasure working with Jeff.

An example of Jeff "going the extra mile" occurred recently when the ITS CSC phone lines were down and customers were unable to call for assistance. Though his supervisor was on vacation, Jeff took it upon himself to convert the call center to the new Cisco call software. (This software wasn't to be implemented for a few weeks). Jeff and other ITS staff worked diligently to re-route calls and ensure the CSC was back up and functioning on the new system. This allowed the CSC to get back to supporting our customers.

For this and many other reasons, I proudly recommend Jeff Connor as Manatee County Employee of the Month.

Mary Knight

Mary Knight
ITS Customer Service Center Supervisor
941-748-4501 x. 3424

Kevin Rogers

From: Kevin Rogers
Sent: Monday, October 31, 2016 10:24 AM
To: Joe Cassidy
Subject: Jeff Connor - Employee of the Month Recommendation

Jeff Connor is a great employee to work with. He has always been willing to assist me even if the issue is not within the Telecom field.

An example of this was one time, Jeff was in the Customer Service Center as I was on the phone with an employee who's UPS (uninterrupted power supply) unit had failed. He overheard me explain that Client Services was shorthanded and that it would take time for us to send someone to assist this customer. Though not part of Jeff's functions, he volunteered to assist. This made the customer very grateful as they were on a tight schedule trying to get some work done. This is not the first time Jeff has stepped forward to assist, and I am sure it will not be the last time either.

For this and many other reasons, I proudly recommend Jeff Connor for Manatee County Employee of the Month.

Kevin



Kevin M. Rogers
Technology Specialist
Information Technology Services
Manatee County Government
Office: (941) 742-5807 or x5807

E-mail: kevin.rogers@mymanatee.org



Manatee
County
FLORIDA
INFORMATION TECHNOLOGY