

Employee's Name: Cheryl Bobo
Nominator's Name: Susan Hopson, HR Director

I would like to nominate Cheryl Bobo for the July 27, 2012 Spirit Award. Cheryl is a great team member. In our department, she is the quietest member. Having said that, she has reliable, dependable, accurate in her work, and will try to do anything you ask her to quickly and with a great attitude. She can be counted on to produce Payroll in a "flawless" manner, largely because she checks her own work before anyone else does. We all count on her for so many things! She loves to greet those who pick up checks. She can be counted on to cover other work if someone is absent. She has also been instrumental in our efforts to update our personnel files. She quietly goes back into the file room, grabs a stack and magically they turn into wonderful, beautiful, organized files. It makes you think the elves have come in and cleaned them all up because she never says she's done them. She just keeps plowing along and doing them and when you open a drawer to find the old, overstuffed files, you see her work. She's an unsung hero.

Nomination Performance Standards:

1. Service Excellence

- Identifying and satisfying the citizens' needs and evaluating their level of satisfaction
- Listening to and caring about citizens, their needs and feelings
- Respecting others and being courteous and friendly
- Providing timely response to requests, calls and correspondence
- Providing accurate, timely information and reports
- Having flexibility, creativity and initiative to adjust to the situation and citizens

Cheryl embodies positive service excellence. No matter who comes in or what level they are, she is quick to address them courteously, listens carefully and responds in a positive manner. She is non-judgmental and helps everyone the same way. During the time when we worked on providing the Mississippi tax deduction, Cheryl went online and found additional information for the HR staff and for the employees. She didn't have to do this nor did she advertise it. It just appeared and was very helpful.

2. Producing "A+" Results

- Using City resources effectively to achieve the best results
- Looking for better policies and best practices that produce desired outcomes
- Evaluating the results and outcomes; improving for next time
- Developing quality employees: new knowledge and skills and basic competencies
- Exceeding citizens' expectations
- Helping citizens to understand the value of their tax dollars

Cheryl doesn't like to make errors and holds herself to a high standard, checking her own work. If she does make an error, she'll tell you and tell you how she's already corrected it. Her Payroll delivery is beyond what I as a supervisor would even hope for. And she loves handing out checks!

3. Initiative

- Proactively doing your job
- Anticipating and preventing potential problems
- Looking for opportunities on the horizon
- Creating and implementing new solutions
- Tackling problems "head on"
- Going the "extra mile" without being told to do so

Until it's time to leave, you can count on Cheryl to be doing something to keep herself busy. She doesn't like to be idle. She is completely self-motivated and will keep herself busy doing something until it's time to leave. And she volunteers to help others.

4. Responsible

- Taking responsibility for the actions, being accountable for the results.
- Being honest and straightforward
- Looking for ways to say "yes" or explaining when you have to say "no"
- Having a positive attitude
- Making sound decisions within your defined responsibility
- Acting with integrity and fairness

Cheryl is responsible for her work, ensuring it's accurate and timely. She won't even take a vacation until she's planned minimal impact to Payroll.

5. Innovative

- Doing things better and finding ways to maximize value
- Maintaining and improving job skills through professional development
- Accepting change
- Using new ideas or approaches
- Evaluating the outcomes
- Creating an environment for risk taking and innovation

Cheryl is very quiet, but in her IEDP I talked to her about bringing her ideas forward and in the first staff meeting after that, she came with a list! And she thinks through the upsides and downsides of her suggestions!

6. Teamwork

- Working as a team to complete a task or share resources
- Being an active team player
- Knowing and taking care of your role and responsibilities
- Working with others in a cooperative manner

- Actively supporting the City, Board of Mayor and Alderman and administration policies and decisions
- Communicating in a timely, open manner

Cheryl is definitely a team player. In my short time here, Cheryl has assisted me with FMLA, covered for one of our people who's been sick, volunteered to do personnel file re-structuring and has assisted two other team members with projects. Most recently, she was eager to participate in replacing an open role in our department. She was on time, asked questions, gave input and sought to be honest and straightforward, even when observing things she didn't like in the interviews. It made me value her opinions even more. She looks for ways, very quietly, to stay busy and to have positive impact. It's because of this that I think she has the spirit we wish more employees would have. And she doesn't sing her own praises while she's doing things. She's a valued team member in our department.

City of Germantown

SPiRiT Nomination Form

Employee's Name: Cheryl Bobo Dept: H.R.

Nominator's Name: Ricky Robbins Date: 9/5/12

Describe how the nominee demonstrates the core values of services excellence, producing A+ results, initiative, responsibility, innovation and teamwork. Statement should include detailed examples and can no longer than 2 pages in length.

For the majority of people who walk into Human Resources, Cheryl Bobo is the first person you see. She is always greeting people with a smile and immediately asks if she can help you. She is a perfect example of the letter "S", Service Excellence mentioned in our core values and is constantly striving to Produce "A"+ results. Cheryl is very proud of her work and understands the responsibility she has. She is not one who takes her job lightly. She is never satisfied with anything other than excellence.

Cheryl will tell you she hates the thought of making a mistake and is quick to rectify it if one happens. She is very Responsible, assuring all aspects of the City's payroll is correct. When Ms. Bobo took over the payroll position, she was asked to step in immediately and learn a complicated system very quickly, which she has done gracefully. She is constantly thinking of ways to improve the payroll process and being Innovative in making Human Resources run smoother. She came up with the idea of the wall-mounted racks near the front entrance to hold forms that are asked for most when coming in H.R.

Teamwork is Cheryl's middle name. When she gets caught up, she is always helping other staff members complete assignments. Cheryl loves a challenge and is always there to help. What most people don't know, many times Cheryl comes in on Sundays to make sure payroll checks are ready for the next pay period. She never complains because she understands the importance of her job. Cheryl doesn't like the "limelight". She enjoys coming to work and giving 100% everyday. Cheryl is a reflection of the City's motto – "Excellence Everyday".