

# County of Riverside Employee Recognition Program

## Stellar Customer Service Rubric

### Criteria:

1. Responsiveness
  - Responds promptly to customer inquiries, requests, and concerns.
  - Takes ownership of customer issues and follows up until a satisfactory resolution is achieved.
  - Demonstrates a sense of urgency in addressing customer needs.
2. Knowledge and Expertise
  - Possesses in-depth knowledge of products, services, and company policies.
  - Provides accurate and up-to-date information to customers.
  - Demonstrates expertise in resolving customer issues effectively.
3. Empathy and Communication
  - Shows genuine empathy and actively listens to customers' concerns.
  - Communicates clearly, concisely, and in a courteous manner.
  - Tailors communication style to meet the needs of different customers.
4. Problem Solving
  - Analyzes customer problems thoroughly and identifies root causes.
  - Generates creative solutions and offers alternatives when necessary.
  - Resolves customer issues efficiently and effectively.
5. Personalization
  - Treats each customer as an individual, understanding their unique needs.
  - Provides personalized recommendations and suggestions.
  - Builds rapport and establishes a personalized connection with customers.
6. Proactive Assistance
  - Anticipates customer needs and offers proactive assistance.
  - Provides relevant information or resources to enhance the customer experience.
  - Takes initiatives to resolve potential issues before they escalate.
7. Positive Attitude
  - Maintains a positive and friendly demeanor even in challenging situations.
  - Demonstrates patience and remains calm when dealing with difficult customers.
  - Displays enthusiasm for helping customers and creating a positive experience.

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## Innovation Rubric

### Criteria:

#### 1. Creativity

- Demonstrates originality and generates innovative ideas.
- Thinks outside the box and challenges conventional methods.
- Applies creative problem-solving techniques to overcome obstacles.

#### 2. Implementation

- Successfully implements innovative ideas into practical solutions.
- Develops and executes plans to bring new concepts to fruition.
- Adapts to changes and effectively manages risks associated with innovation.

#### 3. Impact

- Creates a positive impact through innovative solutions.
- Enhances efficiency, productivity, or customer experience.
- Generates tangible results and contributes to the organization's growth or success.

#### 4. Collaboration

- Collaborates with others to foster an environment conducive to innovation.
- Shares knowledge and encourages teamwork to generate innovative ideas.
- Builds partnerships or networks to leverage collective creativity.

#### 5. Continuous Improvement

- Demonstrates a commitment to continuous learning and improvement.
- Seeks feedback, evaluates outcomes, and refines innovative approaches.
- Encourages a culture of innovation and embraces opportunities for growth.

#### 6. Adaptability

- Adapts to changing market conditions and technological advancements.
- Embraces new tools, methodologies, or strategies to foster innovation.
- Overcomes obstacles and remains open to alternative solutions.

#### 7. Resource Utilization

- Effectively manages resources (e.g., budget, time, personnel) for innovation.
- Optimizes resource allocation to maximize innovative outcomes.
- Demonstrates efficiency and cost-effectiveness in implementing innovative ideas.

# County of Riverside Employee Recognition Program

## Essence of Leadership Rubric

### Criteria:

#### 1. Vision and Strategy

- Develops a clear and compelling vision for the team or organization.
- Sets strategic goals that align with the overall mission.
- Establishes plans and initiatives to achieve the vision and goals.

#### 2. Decision Making

- Makes well-informed decisions based on thorough analysis and critical thinking.
- Considers various perspectives and gathers input from relevant stakeholders.
- Demonstrates the ability to make tough decisions when necessary.

#### 3. Influence and Motivation

- Inspires and motivates others to achieve exceptional results.
- Builds strong relationships and fosters a positive work culture.
- Provides mentorship and guidance to develop the potential of team members.

#### 4. Communication

- Communicates effectively with clarity, transparency, and openness.
- Listens actively and encourages open dialogue.
- Provides timely and relevant information to keep others informed.

#### 5. Team Building

- Builds high-performing teams through effective recruitment and development.
- Promotes collaboration and values diversity and inclusion.
- Creates a supportive environment that encourages teamwork and innovation.

#### 6. Adaptability

- Adapts leadership style to suit different situations and team dynamics.
- Navigates change effectively and leads others through transitions.
- Demonstrates resilience and composure in challenging circumstances.

#### 7. Ethics and Integrity

- Demonstrates ethical behavior and acts with integrity.
- Upholds organizational values and promotes a culture of trust.
- Sets an example for others through personal integrity and accountability.

# County of Riverside Employee Recognition Program

## Exceptional Results through Teamwork Rubric

### Criteria:

#### 1. Impact

- The team achieves significant and measurable results through effective teamwork.
- The team's efforts have a positive impact on the department or organization.
- The team consistently exceeds goals and delivers exceptional outcomes.

#### 2. Leadership

- The team demonstrates strong leadership skills, guiding and inspiring team members.
- The team fosters a collaborative and inclusive environment that empowers all members.
- The team supports individual growth and development while working towards common goals.

#### 3. Adaptability

- The team adapts quickly and effectively to changing circumstances and requirements.
- The team embraces new ideas and approaches, adjusting strategies as needed.
- The team demonstrates resilience and the ability to overcome obstacles and challenges.

#### 4. Communication

- The team communicates openly, effectively, and transparently with team members.
- The team actively listens to one another, encourages dialogue, and shares information.
- The team ensures that information flows smoothly within the team and across stakeholders.

#### 5. Collaboration

- The team promotes a culture of collaboration and cooperation among team members.
- The team fosters strong relationships and a sense of trust and mutual support.
- The team effectively leverages diverse skills and expertise to achieve shared objectives.

#### 6. Positive Attitude

- The team maintains a positive and optimistic attitude, fostering a motivating environment.
- The team celebrates successes, recognizes achievements, and encourages team spirit.
- The team maintains a supportive atmosphere even in challenging circumstances.

#### 7. Continuous Improvement

- The team actively seeks opportunities for continuous improvement and innovation.
- The team encourages feedback and implements suggestions for process enhancements.
- The team demonstrates a commitment to ongoing learning and optimizing team performance.

#### 8. Ethics and Integrity

- The team operates with integrity, adhering to ethical standards and organizational values.
- The team promotes a culture of trust, respect, and professionalism within the team.
- The team maintains confidentiality and handles sensitive information with care.



# County of Riverside Employee Recognition Program

## Lean Improvements Rubric

### Criteria:

#### 1. Impact

- Achieves significant impact on efficiency and productivity through lean improvements.
- The improvements result in cost savings, reduced waste, or improved quality.
- Contributions contribute to overall process optimization and organizational success.

#### 2. Initiative

- Takes the initiative to identify opportunities for lean improvements.
- Proactively suggests and implements innovative ideas for process enhancement.
- Demonstrates a commitment to continuous improvement and lean thinking.

#### 3. Adaptability

- Adapts quickly to changes in processes, technologies, or customer needs.
- Embraces new approaches and methodologies to drive lean improvements.
- Effectively navigates challenges and adjusts strategies as required.

#### 4. Communication

- Communicates effectively with stakeholders about lean improvement initiatives.
- Actively shares information, updates, and progress on lean projects.
- Encourages feedback and collaboration to foster a culture of continuous improvement.

#### 5. Problem Solving

- Demonstrates strong problem-solving skills in identifying root causes and solutions.
- Utilizes data and analysis to drive informed decision-making for lean improvements.
- Implements sustainable solutions and monitors their effectiveness.

#### 6. Collaboration

- Collaborates effectively with cross-functional teams and departments.
- Fosters a culture of teamwork and engages stakeholders in lean improvement efforts.
- Leverages diverse skills and perspectives to drive successful lean projects.

#### 7. Continuous Improvement

- Consistently seeks opportunities for ongoing process improvement.
- Implements feedback loops and measurement systems to monitor progress.
- Demonstrates a commitment to learning and sharing best practices.

#### 8. Resource Utilization

- Efficiently utilizes resources (e.g., time, materials) in lean projects.
- Identifies and eliminates non-value-added activities to optimize resource allocation.
- Focuses on cost-effectiveness and resource sustainability.

