

**CGSA Leib/Kronberg AWARD  
For Excellence in Service**  
**SUBMITTALS DUE FEBRUARY15, 2019**

**AWARD DESCRIPTION AND CRITERIA**

**Award Description**

This award honors two founding members of CGSA, Duane Leib and Dave Kronberg, who personified the kind of professional excellence and selfless dedication desired in county General Services employees.

Each year three winners (individual or team) will be selected from the CGSA member counties' nominees who best model the high standards set by the two founders.

The winners will be recognized at the annual CGSA Academy and will receive the following:

- First place – \$500 in cash, a personalized plaque and a letter signed by the CGSA president
- Second Place – \$350 in cash, a personalized plaque and a letter signed by the CGSA president
- Third Place – \$200 in cash, a personalized plaque and a letter signed by the CGSA president
- All runners up will receive a certificate and a letter signed by the CGSA president

**Award Criteria**

Each member county is invited and highly encouraged to nominate one or more individuals or teams that have demonstrated exceptional performance in any of the operations associated with the functions and services provided by CGSA member agencies. Nominations must be endorsed by the Director. Examples of criteria to be considered include, but are not limited to, the following:

Customer Service. Demonstrated an exceptional level of dedication to customers, internal or external. Exceeds desired levels of service, such as promptness, efficiency and accuracy of the services rendered. Committed to continuous process improvement. Include the immediate and long-term impact a service had on the customer; i.e. their satisfaction level, productivity, etc.

Professionalism. A recognized expert in his/her field who continuously strives to set an example of professionalism throughout the department or agency, such as in courtesy, responsiveness to customer needs, and technical knowledge.

SUBMIT ELECTRONICALLY TO: [denise.santoyo@ventura.org](mailto:denise.santoyo@ventura.org)

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Communication. Excels at communicating both inside and outside the organization. Follows up to ensure job is done right. Consider the frequency and level of verbal and written communications, such as writing and/or presenting to the Board or County executives, developing department policies, presenting department or countywide policies or training.

Role Model. Embodies those characteristics that are valued in the organization such as dedication to mission, courteousness, optimism, friendliness, leadership by example. Describe events or results that best demonstrate these characteristics in your nominee.

Scope of Impacts. Actions touched a significant segment of the organization.

Savings or Revenue. Resulted in measurable savings (one-time or recurring) or increased revenue. Be as specific as possible in describing tangible, definable savings, cost avoidance, or revenue.

Effectiveness. Resulted in measurable improvements in what is produced. Define improvement in the quality of the product or services provided.

Efficiency. Resulted in measurable increases in process efficiency. Define improvement in the efficiency of a service or product, such as faster processes (and how much faster), takes fewer steps (be specific), eliminates redundancy, etc.

Mentorship & Training. Encouraged peers or subordinates to reach their full potential through coaching, training and development opportunities. Advanced knowledge, professional certification, or increased the culture of innovation and continuous improvement within the organization. Describe the breadth of training or learning and the resultant improvements.

Creativity/Originality. Created something completely new or an innovative adaptation of an existing process, procedure or product. Use specifics in describing the creativity of the innovation and the resultant improvements.

### **Selection Criteria**

A three-member award committee will review all nominations, score them independently, and then select the winners by averaging the scores. Use specific examples when describing the attributes of your nominees. Without specificity, it is nearly impossible for the judges to determine the value of the nominee's contribution(s).

Please complete the attached nomination form and submit it electronically to Ms. Denise Santoyo (Ventura County) at [denise.santoyo@ventura.org](mailto:denise.santoyo@ventura.org) not later than February 15, 2019. Thank you again for supporting this competition recognizing the best of the best in California's General Services.

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NOMINATION FORM  
(Deadline February 15, 2019)**

<b>Nominee Name/Team</b>	
<b>County</b>	
<b>Department and Position</b>	
<b>Photo – Insert Photo of Nominee(s)</b>	

**JUSTIFICATION:** Provide at least a paragraph but not more than 2 pages (12 point font) on an outstanding one-time exemplary act or on-going service to be considered as they relate to each of the criteria that apply to this nominee. Assume reviewer does not know the person being nominated.

Recommended by:	Director name:
Title/Department:	Title/Department:
Phone:	Phone:
Email:	Email:
	Signature:

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(Justification Continued)

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