OAKLAND UNIVERSITY™

Monday, May 13, 2002

Program recognizes outstanding staff

If you know a coworker who goes above and beyond what is required, has a positive attitude, is efficient and dedicated, and continuously strives to make Oakland University a better place, then you know the perfect nominee for OU's **Employee of the Month** program.

The Employee of the Month program, which began in November 1986, is open to all full- and part-time staff members. Nominations can be made by any OU staff or faculty member or OU students.

Winners of the award receive an award certificate, recognition on the OU Web site, a letter from OU President Gary Russi, candy-filled mug, $40 gift certificate to an area restaurant, lapel pin and their picture posted in the Employee of the Month photo gallery. Winners from throughout the year gather in November at Meadow Brook Hall for a recognition dinner with Russi.

Linda Switzer, manager of financial aid accounting and cashiers, Financial Aid Accounting, was named Employee of the Month last October. Her supervisor, Kelly Carter, manager, Receivables and Cashiering Services, nominated her because she is an exceptional employee, team player and supporter of Oakland University.

In her position, Switzer, a 22-year employee, works with OU employees, government agencies and students.

"It was quite an honor to be named Employee of the Month," Switzer said. "I've found my niche in financial aid accounting. I fit perfectly here. No day is normal, and the university is ever-changing. But I enjoy and embrace change."

Hazen Wilcox, secretary II, University Human Resources, was surprised when his supervisor told him he was the Employee of the Month for February.

"Hazen embodies customer service. I have seen him extend courtesies to visitors and go beyond the call of duty to help someone," said Sharon Abraham, director of University Diversity & Compliance, who nominated Wilcox for the award. "I believe he is a role model for others who are a first point of contact for internal and external visitors."

Wilcox, a 16-year employee of OU, is responsible for recognition programs and pre-applicant testing. He believes customer service is paramount.

"I try to anticipate what people will need, so no one goes away frustrated or disappointed that their expectations weren't met," said Wilcox. "I treat people like a friend."

A team of University Human Resources (UHR) employees reviews the Employee of the Month entry forms and selects the winners. Nomination forms are available in the UHR Office and can be returned to that office at 140 North Foundation Hall or submitted via the **University Human Resources** Web site.

Criteria for the **Employee of the Month** program includes:

- Positive working relationships with supervisors and peers (team building).

- Attitude and performance in serving the needs of university staff from other departments, students, visitors and faculty.

- Employee "rallies around" the goal and mission of the university for improved university relations.

- Dedication to work ethic above and beyond that required.

- Proven and demonstrated methods of improving the efficiency of the work place.

- Exceptional performance in a project or task that involves going beyond the normal requirements of the position and results in savings of money or time, or increases revenue, productivity and/or morale.

- Any other criteria decided by the nominator that meet the goals and objectives of the university.

"The Employee of the Month program is important because recognition of outstanding service is an important component of a healthy work environment," said Gail Ryckman, manager of employment, University Human Resources. "It fosters pride and boosts morale."

SUMMARY
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Created by CareTech Administrator (webservices@caretechsolutions.com) on Monday, May 13, 2002
Modified by CareTech Administrator (webservices@caretechsolutions.com) on Monday, May 13, 2002
Article Start Date: Wednesday, November 5, 2003