System Staff Council

Nomination Committee

1800 Grant Street

Denver CO 80203

Dear Nomination Committee,

I am writing this letter to nominate John Smith for the President’s Employee of the Year. He is a fabulous employee, a huge asset to our department and is so deserving of this award and recognition. Let me tell you a little about him.

**Job Performance:**

John is the lead technician on the payroll education team. He is directly responsible for creating and conducting in-person and one-on-one classes regarding understanding your payroll deductions, including taxes, benefits and retirement savings. In my years of experience in the payroll department, John’s knowledge of payroll deductions is unparalleled. He seems to be a walking encyclopedia of knowledge when it comes to taxes and benefits, and he loves to share his knowledge with anyone who will listen. In the past year, we’ve experienced a number of tax regulation changes that affect all employees’ paychecks and before I could even tell him to, John had created two new employee classes that addressed these changes. Furthermore, he volunteered to be the trainer who would travel to all four campuses and the new information to employees. Because there was a lot of travel involved, John had to arrive early and sometimes stay late to accomplish this. The department is also undergoing a review of the optional retirement plan offerings and John volunteered to serve on the steering committee which has been tasked with reviewing all plans and vendors. Throughout this project, John has consistently met established project deadlines and milestones. I don’t know of anyone else more qualified to lend his expertise than John.

**Customer Service:**

John’s customer service skills are exemplary. He is one of the friendliest people I know and he always arrives with a smile on his face and a happy greeting for his co-workers. Although John is responsible for creating and conducting his own classes, he can often be found assisting a recently hired co-worker with his classes or helping the other trainers prep and cleanup the training room. John also has an ability to communicate effectively with all of his co-workers, from the director level to our hourly student worker. He has also volunteered to order catering service for all of the departments’ classes, which meant he had to take all of the necessary finance and p-card training classes at CU. John makes it a point to learn every student’s name within the first five minutes of class. His classes are entertaining and people always say how great they were. Regularly I can hear him on the phone with someone who has recently attended one of his training sessions and he is checking to find out how they are doing and if they have any follow-up questions. Below are just a few of the email comments I’ve received from his class participants:

* “How anyone can make a class about taxes sound exciting is beyond me, but John just did. His ‘Understanding Federal Withholding Taxes” class was awesome!”
* “John is the best instructor I’ve ever had. He was very patient and answered all my questions about my ORP options.”
* “John’s class on benefits changes was fantastic! I really appreciated how friendly he was and how he made all of us feel at ease, when clearly some of us were clueless going in.”
* “I recently took John’s class on “Understanding your PERA Deductions.” I think he could tell I was still confused at the end because he offered to come to my office and give me one-on-one training, personalized to my own situation. That was so unexpected and thoughtful of him.”

**Teamwork:**

Despite the overwhelming amount of work that everyone has to do, John consistently finds ways to help his co-workers and the training departments on the other campuses. His willingness to assist others and his commitment to educating CU employees is unequaled. Staff members from campus training departments, HR, benefits and CU Health Plan have all noted that John is thorough in his training, provides great detail about the subject matter, and he consistently follows-through to ensure understanding by not just his students, but by the other team members who might have to field questions about the subject. He is quick to respond to requests for additional information by other team members and is thorough in ensuring all loose ends are completed.

**Leadership/Initiative:**

Earlier this year, John asked if he could put together a “best practices” training manual to share with the campus training offices. He jumped at the chance to research tax law changes that would directly impact CU employees and took pride in being able to create new classes to educate our employees. His efforts not only benefitted the entire Employee Services department, but they also set an example and inspired his co-workers to stay pro-active on their topics. It’s those qualities that led him to be promoted to the lead technician position earlier this year and his acceptance into the Excellence in Leadership Program offered by CU. Although John does not have the official designation of “supervisor” in his job title, he has proven himself to be the go-to-guy for all other training staff. He regularly volunteers to mentor new hires, both in the training department and in the payroll counseling department.

Not once since I have been John’s supervisor have I heard one negative comment about him. It is with great pleasure that I respectfully submit this nomination for John to be recognized as the President’s Employee of the Year.

Sincerely,

Jacob J. Jones,

Supervisor

Employee Services

Nominator Signature

Supervisor Signature (If different from Nominator)

Department Head Signature (if different from Nominator/Supervisor)