

CITY OF FLAGSTAFF

City Employee Directives

No.

Title: **Wonderful Outstanding Worker Increase (WOW)**

Effective: **7/1/1999**

Revision:

Contact: Office of Human Resources (779-7698)

I. PURPOSE

The WOW Increase provides recognition to employees whose skills, knowledge, or conduct exemplifies the City's values of reliability, responsiveness, professionalism, teamwork, and problem solving. All qualities that make the City a better place to work and ultimately provide high-quality public service as defined by the City's vision and mission statement.

II. SCOPE

Tenured and exempt employees who have completed one year of service are eligible for a WOW Increase. Temporary employees are not eligible for a WOW Increase.

III. TYPES OF WOW INCREASES

A. One-Time Bonus

Tenured and exempt employees (including those employees who have reached the maximum of their pay range) may be eligible for a one-time bonus payment. Employees may receive any amount up to a maximum of \$500.

B. Group Award

Tenured and exempt employees who have worked effectively together may be eligible for a one-time bonus payment for any amount not to exceed \$500 per team member.

IV. CONDITIONS FOR USAGE

A. A group award may be granted in addition to a quality step increase or one-time bonus once within a three-year period.

B. Regular merit increases or market adjustments are not effected by a WOW Increase. A WOW Increase is not a substitute for not receiving a reclassification.

V. CRITERIA

In addition to having an above average performance evaluation, the following criteria needs to be addressed in determining eligibility for a WOW Increase:

- Demonstrates dedication to inspiring and exemplifying high-quality work.
- Suggests and implements cost effective ideas for the improvement of the facilities, services, and overall utilization.
- Demonstrates initiative, enthusiasm, strong interpersonal skills, tact, and a sense of fairness.
- Actively pursues and exemplifies a team approach toward the accomplishment of the City's objectives.
- Demonstrates a willingness to provide leadership and assistance to others.
- Demonstrates a commitment to high standards.
- Demonstrates creativity that goes beyond the normal expectation of the job and produces positive tangible outcomes.

VI. PROCEDURES

A. The immediate supervisor or a supervisor from another department who has first hand knowledge of the employee’s work performance must submit a written memorandum to the Department Head recommending a WOW increase. Documentation should include:

1. The type of award, amount of the award, and funding source,
2. specific examples of how the employee meets the above criteria, and
3. a Personnel Action Form.

Should the Department Head concur with the recommendation, the Personnel Action Form with supporting documentation shall be forwarded to the Human Resources Director.

B. The Human Resources Director will review the request to determine if the employee meets the criteria and provide a recommendation to the City Manager or designee.

C. Upon approval by the City Manager or designee, the WOW Increase will be processed.

By _____
Dave Wilcox, City Manager

Dated: _____