



### **Community Ambassador of the Year Award**

The Community Ambassador of the Year Award is given to one Bus Operator each year for exemplary service to their profession and their community. Bus Operators serve a vital support to this community by connecting people from all walks of life to areas all around the region; for work, play, health, family and more. They understand the population and diversity of our region more than most and are conduits for creating and supporting a thriving community. It is for this reason that we would like to honor their commitment to this honorable service.

**The Nomination Process:** Any member of the Metro staff along with members of the public can submit nominations. All nominations will be confidential. Nominations will be forwarded to the Greater Portland Transit District Executive Committee for review.

**Required Documentation:** Nomination materials should consist of:

1. A completed nomination form.
2. Two (2) concise narrative letters of support that address one or more of the criteria listed.
3. Any essential documents that provide evidence of the nominee's excellence.

### **Eligibility:**

To be eligible to receive this award, a minimum of 2 years of service as a Bus Operator must be attained.

### **Criteria:**

Community Ambassador Award recipients will have made a significant impact on the community through outstanding dedication, competence, exceptional performance, and excellent service to customers, **as demonstrated by one or more of the following:**

1. **Outstanding Community Service Support:** Has served in a volunteer capacity in their community in the past 12 months in a significant support role.
2. **Exemplary Achievement and Performance:** Consistently and substantially exceeds the expectations of the position, performing at a level above and beyond normal job requirements and expectations; has made important and significant contributions in their area.
3. **Excellence in Customer Service/Personal Interaction:** Consistently and substantially demonstrates an ability and willingness to work positively, respectfully, and effectively with others; has significantly improved customer service or has increased customer satisfaction in their area; demonstrates ability and willingness to manage changes in work priorities, procedures, and organization; demonstrates exceptional ability to foster collaboration, communication, and cooperation among coworkers and members of the community.

**Application Deadline:** The deadline for submission of completed applications is **January 31<sup>st</sup> 2020**. All applications must be submitted to Jennifer Ogden, the Director of Human Resources for Greater Portland Transit District at [jogden@gpmetro.org](mailto:jogden@gpmetro.org) and/or mailed to Greater Portland Transit District at 114 Valley St., Portland, ME 04102.