

National Aeronautics and Space Administration
Headquarters
Washington, DC 20546-0001



January 22, 2010

Reply to Attn of: Headquarters Human Resources Management Division

TO: Distribution

FROM: Director, Headquarters Human Resources Management Division

SUBJECT: Consolidated Call for Administrative Professional and
Customer Service Award Nominations

The Headquarters Human Resources Management Division is consolidating both the Administrative Professional Award and Customer Service Award call for nominations. Both nominations must be submitted by **February 24, 2010**, through your Organizational Awards Officer in the NASA Automated Award System (NAAS).

Each award program has specific criteria, eligibility, and guidelines that must be followed to submit nominations. The following guidance applies to both the Administrative Professional and Customer Service Awards:

Each nomination must clearly show which areas of the criteria are being covered and provide detailed descriptions of exemplary accomplishments. The nomination must specifically explain what was accomplished, why it was important, and the result of the accomplishment. Additionally, nominations must:

- Address one or more of the criteria listed. All criteria do not need to be addressed.
- Be for achievements during the previous 12 months (January-December 2009).
- Be received by the date specified in this call letter to be eligible for the award.
- Not be self-nominated.
- Fit within the allotted space in NAAS. The citation has a 175 character limitation and the justification has a 3500 character limitation.
- Identify the specific award as Customer Service or Administrative Professional Award.

We invite you to submit nominations for both awards. Please follow the criteria enclosed when writing your nominations. Should you have any questions regarding awards or the submission of awards, contact the Headquarters Awards Officer, Rhonda Taylor at 358-0444 or <rhonda.l.taylor@nasa.gov> or Tara Hairston at 358-0192 or <tara.m.hairston@nasa.gov>.



Leah Hollander

Enclosures

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Director, Innovative Partnerships Program Office/Mr. Comstock

Director, Office of Program and Institutional Integration/Mr. Keegan

General Counsel/Mr. Wholley

Inspector General/Mr. Martin

cc:

Director, Budget Management and Systems Support/Mr. Bridge

GSFC Logistics Code 230/Ms. Tolliver

GSFC Regional Finance Office Code 151/ Mr. Wolz

GSFC Procurement Code 200/Mr. McKenzie

Administrative Contacts

2010 ADMINISTRATIVE PROFESSIONAL AWARD

The Administrative Professional Award was created to recognize NASA Headquarters employees in the administrative field who have made exceptional contributions in the past year. One first place recipient will receive a \$2,000 cash award. Based on evaluations, up to five additional recipients may be selected to receive an individual \$1,500 cash award.

Criteria:

Nominations must describe in detail the superior service provided in one or more of the following criteria:

- Demonstrated secretarial/administrative skills
- Demonstrated support for personnel internal and/or external to the organization
- Demonstrated proactive and in-depth work resolving one or more of the organization's administrative issues
- Demonstrated initiative in "going the extra mile" to support the organization
- Demonstrated creativity or resourcefulness in accomplishing major assignments

Eligibility:

All full-time civil service permanent or temporary employees GS-12 and below in the administrative professional, secretarial, and clerical series (203, 301, 303, 318, 341, and 986) who have been with NASA Headquarters for at least one year are eligible for this award.

Award Guidelines:

- Nominations may be submitted by supervisors, subordinates, or peers.
- The nomination must be approved by the employee's supervisor.
- A previous first place winner is ineligible for nomination for three years. Previous runner up recipients may be nominated for the first place award the following year.

Award Procedures:

- Nominations will be reviewed and evaluated by a committee consisting of representatives from the mission directorates and mission support offices. Committee discussions will be kept confidential.
- Recipients will be recognized at the Annual Administrative Professionals Award ceremony.

2010 CUSTOMER SERVICE AWARD

The Customer Service Award Program was created to recognize exemplary customer service provided to Headquarters organizations by the Office of Headquarters Operations, Office of Budget Management and Systems Support, and Goddard Space Flight Center (GSFC) civil service employees and contractors. One employee or one team from the Office of Headquarters Operations, Office of Budget Management and System Support, or GSFC will be selected as a first place winner and one runner up (employee or team) will also be selected to receive the Customer Service Award.

Employees in the following offices are eligible for nomination:

- Headquarters Equal Opportunity and Diversity Management Division
- Headquarters Information Technology and Communications Division
- Headquarters Facilities and Administrative Services Management Division
- Headquarters Human Resources Management Division
- Office of Budget Management and Systems Support
- Logistics/GSFC Code 230
- Procurement/GSFC Code 200
- Regional Finance Office/GSFC Code 151

Criteria:

Nominations must describe in detail the superior service provided in one or more of the following criteria:

- Demonstrated exceptional support that exceeded the expectation of the customer
- Demonstrated proactive and in-depth service resolving a customer's issue
- Demonstrated initiative in "going the extra mile" for the customer
- Demonstrated creativity or resourcefulness in assisting the customer

Individual Awards:

The first place civil service recipient will receive a \$2,000 cash award, a trip to a NASA Center of their choice sponsored by the Office of Headquarters Operations, a personalized award, and a certificate. The trip must be taken within the fiscal year in which the award was presented. Recipients must receive approval from their supervisors in order to take the trip.

A Center tour will be arranged between the recipient, the Office of Headquarters Operations, and the Center. The trip sponsorship covers only the recipient; any guests in attendance will be at the recipient's expense.

One runner-up will receive a \$500 cash award, a personalized award and a certificate. Contractors will receive a certificate only.

Team Awards:

Teams may be nominated and selected for the annual Customer Service Award. However, civil service teams may not exceed \$2,000 per member or a total of \$10,000 per team, whichever is less. Team members are not eligible for the trip. Contractor team members will receive a certificate only.

Eligibility:

- All full-time civil service employees and contractors in the Office of Headquarters Operations, Office of Budget Management and Systems Support or in GSFC's Logistics, Procurement, or Regional Finance Offices who provide direct support to Headquarters and who have been with NASA for at least one year are eligible for this award.
- All grades are eligible.
- An employee or team may not receive the same Customer Service Award in two consecutive years. Recipients may be nominated for other awards the following year. For example, a runner-up may be nominated for the top award or a team member may be nominated as an individual.

Award Procedures:

- Nominations will be reviewed and evaluated by a committee consisting of representatives from the Office of Headquarters Operations, mission directorates and mission support offices. Committee discussions will be kept confidential.
- The Executive Director, Office of Headquarters Operations will present the awards at an All Hands Meeting or Town Hall Meeting.

Award Guidelines:

Nominations may be submitted by customers, supervisors, subordinates, or peers.