

Date: June 17, 2025

To: Department Directors

From: Daniella Levine Cava 
Mayor

Subject: Revised: 2025 Employee of the Year Nominations

In recognition of outstanding dedication and service, I am proud to announce we are accepting nominations for the second annual: Sean McCrackine Above and Beyond Award and the Miami-Dade County No Wrong Door Customer Service Excellence Award.

Sean McCrackine Above and Beyond Award

Named after the late Sean McCrackine, this award honors employees who exemplify excellence in public service. Sean McCrackine, an esteemed colleague who served as a public servant in Miami-Dade County for almost 28 years and who started his career in the Department of Environmental Resources Management, worked as a Commission Aide for many years and most recently served as Director of Policy in my Administration, was a beacon of dedication and integrity. This award aims to recognize individuals who demonstrate the same unwavering dedication, integrity, and commitment to serving the public interest. Candidates for this award must possess a combination of the following attributes: exemplary public service, ethical conduct and integrity, responsiveness and accountability, innovative problem solver, and an individual who demonstrates inclusivity and equity in his or her service to others.

No Wrong Door Customer Service Excellence Award

One of the initiatives I am most proud of is the “No Wrong Door” initiative that I rolled out in my first year as mayor. “No Wrong Door” is a community-focused initiative designed to connect residents to government resources and community-based organizations. Our mission is to ensure that each person’s first point of contact in the County leads to seamless, comprehensive, and compassionate delivery of government services. This award recognizes employees who consistently demonstrate exceptional customer service skills in their interactions with residents, businesses, visitors and their fellow County employees. It aims to highlight those who ensure that every customer interaction is positive and effective, reflecting our commitment to public service excellence. Candidates for this award must possess a combination of the following attributes: a commitment to customer satisfaction, effective communication, problem-solving abilities, empathy and understanding.

I am inviting all department directors to submit nominations for individuals who meet either one of these categories. Attached is a nomination package, which includes more details about the awards and a nomination form. The deadline to submit nominations is Monday July 14, 2025. Please include in your nomination package the following: a copy of the nominee’s most recent performance evaluation and a letter of recommendation. Nominees will be screened by the People and Internal Operations Department, and finalists will be reviewed by a panel of my senior staff. Recommendations for the winners of these two prestigious awards will be presented to me for final approval and selection.

Kindly submit completed nomination packages to: EOY@miamidade.gov no later than July 14, 2025. If you have any questions, please contact Michael Cotto, Employee Recognition Coordinator at 305-375-1389 or at Michael.Cotto@miamidade.gov.

I look forward to honoring those who go above and beyond in their service to our community and who exemplify the values of dedication, integrity, and excellence.

Attachment

c: Honorable Chairman Anthony Rodriguez
and Members, Board of County Commissioners
Geri Bonzon-Keenan, County Attorney
Gerald K. Sanchez, First County Attorney
Jess M. McCarty, Executive Assistant County Attorney
Office of the Mayor Senior Staff
Ignacio Vazquez, Executive Director, Commission on Ethics and Public Trust
Javier A. Betancourt, Executive Director, Citizens' Independent Transportation Trust
William Diggs, Executive Director, Miami-Dade Economic Advocacy Trust
Aileen Boucle, Executive Director, Transportation Planning Organization
Department Personnel Representatives

2025

EMPLOYEE OF THE YEAR



GUIDELINES





The 2025 Employee of Year Awards
serve to recognize and celebrate
the outstanding contributions of
Miami-Dade County employees who
exemplify excellence and dedication to
public service. By honoring individuals
who embody these values, we not
only acknowledge their achievements
but also inspire others to strive for
excellence in their own roles within our
County government.



AWARD CATEGORIES

SEAN MCCRACKINE ABOVE AND BEYOND AWARD

This award aims to recognize and celebrate a Miami-Dade County employee who exemplify unwavering dedication, integrity, and commitment to serving the public interest. This award will acknowledge an individual who consistently goes above and beyond their duties to make a positive difference in the lives of county residents and our communities.

Applications submitted for this award category should explain how the employee demonstrates the following:

Exemplary Public Service

A strong commitment to serving the public interest and improving the quality of life for residents through their work and actions

Ethical Conduct and Integrity

The highest standards of ethical conduct, integrity, and professionalism in their interactions with colleagues, constituents and stakeholders

Inclusive and Equitable Service

A track record of promoting inclusivity, diversity, and equity in their work, ensuring that government services are accessible and equitable for all members of the community

Responsive and Accountable

Responsive to the needs and concerns of constituents, as well as a commitment for accountability and transparency in their decision-making processes

Innovative Problem Solving

Creativity and resourcefulness in addressing complex challenges and finding practical solutions to improve public services and programs



NO WRONG DOOR CUSTOMER SERVICE EXCELLENCE AWARD

This award aims to recognize and honor a Miami-Dade County employee who consistently demonstrate exceptional customer service skills in their interaction with residents, businesses and visitors. This award highlights the importance of delivering outstanding service and fostering positive experiences for all who engage with our County government.

Applications submitted for this award category should explain how the employee demonstrates the following:

Commitment to Customer Satisfaction

A strong commitment to meeting and exceeding the needs and expectations of customers, ensuring their satisfaction with County services at every interaction

Effective Communication

Excellent communication skills, including active listening, clear and concise verbal and written communication, and the ability to convey information in a courteous and professional manner

Problem-Solving Abilities

Strong problem-solving skills, promptly addressing customer inquiries, concerns, and complaints with empathy, creativity, and efficiency

Empathy and Understanding

Shows empathy and understanding towards customers' diverse needs, backgrounds, and perspectives, treating everyone with respect, dignity, and fairness





RECOGNITION

All the nominees will be recognized publicly by the Mayor, with the winners announced at an awards ceremony in early December 2025. Each nominee will receive a Certificate and 8 hours of Administrative Leave. A copy of the Certificate will be recorded in their personnel file. Leave must be used within a year of presentation.

The Employee of the Year winners in each category will receive a plaque, a \$1,000 monetary award and five days of Administrative Leave. A letter documenting the Employee of the Year designation will be recorded in the winner's personnel file. Leave must be used within a year of presentation.

All applications will be reviewed by a working group coordinated by the People and Internal Operations Department to assure completeness. Nominees may be requested to answer questions and provide additional information. The Employee of the Year winners will be selected by the Mayor and a working team she establishes to review the final nominees. The Winners will be announced at the ceremony in early December 2025.

Nominations must be emailed to EOY@miamidade.gov. The subject line should identify the nomination with the following: 2025 EOY/ Identify Submitting Department/ Nominee's First and Last Name.

If you have any questions or require assistance, please contact Employee Recognition Coordinator Michael Cotto in the People and Internal Operations Department's Benefits and Employee Support Services Division at 305-375-1389 or email him at Michael.Cotto@miamidade.gov.

Reference: Administrative Order 7-30 – Employee Recognition Programs





2025 Employee of Year Nomination Form

Nominee/ Job Title/ Department _____

Contact Information (include cell phone number, email, assigned location)

Nomination Category (Select only one category.)

Sean McCrackine Above and Beyond Award

No Wrong Door Customer Service Excellence Award

In 500 words or less, describe the actions and attributes that make nominee eligible for consideration in the selected category. You can attach write-up separately. Remember: **Department can submit only one nominee per category.**

Contact the following individuals for additional information about the nominee: (Include phone number and email. Also explain connection to nominee.)

Attach a copy of the nominee’s last performance evaluation and no more than three (3) letters of recommendation or commendation to complete your nomination packet. Documentation must be current.

Submitted by Department Director:

Signature _____ Date _____

Name _____

The deadline for nominations is noon on Monday, July 14, 2025.

Email: EOY@miamidade.gov

Be sure the subject line reads: 2025 EOY/ Identify Submitting Department/ Nominee’s First and Last Name

Thank you.