



Lee County Mission and Values

Our Mission

The Mission of the Lee County Property Appraiser's office is to create a fair and equitable ad valorem tax roll in compliance with Florida Statutes while offering Lee County taxpayers prompt, professional, courteous service for any assessment or exemption questions they might have.

Our Values

Our commitment to provide our taxpayers exceptional service is the core value of the Lee County Property Appraiser's office. This core value is realized by the following driving principles:

Open Communication with our taxpayers – We strive to facilitate the taxpayer's need for information and education when it comes to the ad valorem taxation process. This can be evidenced through our progressive and comprehensive website, our public informational pamphlets, and the available forums for public input. Our commitment extends to our open rapport with the media, no matter what the topic, our response to public feedback in an objective manner, and our readiness to participate in public forums whenever possible.

03/06/2017

Our Values (cont.)

Quest for Innovative Solutions – Technology has become the backbone to many of the processes that our office relies upon to produce a fair and equitable tax roll. Technology properly implemented brings us more efficient access to information. Reliance on technology requires a commitment to innovation, and our commitment to innovation provides new and expanded resources and solutions for our taxpayers and our staff.

High Regard for Quality Work Products – Our staff is committed to producing a quality work product to satisfy the requirements of the law and exceed the needs of the public. High expectations, training, and technology come together to drive our quality commitment.

Encouragement of Professional Standards – Competence and integrity are the building blocks of our professional standards. Our Office's commitment to professional standards guides all of our business decisions. Personal and professional development of staff is encouraged and required to maintain this extraordinary level.

Lee County Property Appraiser

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Fort Myers, FL 33901

Website: www.leepa.org

Phone: (239) 533-6100

Office Hours: Mon. - Fri. 8:30am to 5:00pm

Kenneth M. Wilkinson, CFA

Lee County Property Appraiser



Employee Recognition Program

Our Vision: To be the premier ad valorem appraisal organization in the world. We want every person who does business with our office to walk away saying, "Wow, what a great experience!"

Questions and Answers:

Q: How has the employee recognition program changed?

A: The program has been expanded to allow more staff members to be recognized, and on a more frequent basis, rather than just quarterly.

Q: Who can be nominated for an award?

A: All exempt and non-exempt regular employees are eligible to participate in this program.

Q: Who will choose award recipients?

A: A selection committee consisting of two managers and three staff members will convene to evaluate nominations and select recipients using the recognition criteria as a guideline.

Q: What are the recognition awards?

A: Awards will be decided by the selection committee. Awards may vary from a personalized certificate or plaque of appreciation to a gift card, time off, or other types of monetary and non-monetary awards.

Q: How does someone get nominated?

A: The nominator (employee or taxpayer) should complete the **Cause for Applause** form located on our website at:

www.leepa.org/Feedback/Feedback.aspx

Letters of appreciation from taxpayers will also be considered.

The Lee County Property Appraiser employee recognition program acknowledges staff members who have shown meritorious service, dedication, and contributions that go above and beyond the requirements and expectations of the job and routinely demonstrate our organizational values.

Recognition Criteria

The following criteria provide a basic guide for nominators and selection committee members when developing and evaluating nominations:

Outstanding achievement on the job. Actions that constitute performance beyond expected standards, such as:

- ◆ giving extra effort to complete a job or project, or handle a heavier workload to meet an unanticipated deadline
- ◆ assisting another area that is short-staffed or in need of support
- ◆ volunteering for and working on special projects

Exceptional contributions toward the effectiveness and efficiency of operations.

Actions that contribute to the maximum utilization of departmental resources, such as:

- ◆ integrating information or equipment for more efficient/effective use
- ◆ eliminating unnecessary actions or steps for delivering service
- ◆ making creative suggestions that save time/money

Recognition Criteria (cont.)

Outstanding service to other employees or visitors/customers. Actions that are especially helpful or make a good impression on others, such as:

- ◆ doing things for others that are beyond job requirements
- ◆ performing in an exceptionally courteous and cooperative manner
- ◆ being so helpful that others write letters of appreciation

Distinguished efforts in the development and recognition of others. Actions that help provide employees with opportunities to learn and to be recognized, such as:

- ◆ making special efforts to recognize excellence in others
- ◆ creating extra opportunities to improve skills and abilities
- ◆ contributing to an exceptionally supportive, team-oriented environment
- ◆ demonstration of leadership qualities to help others succeed (even if you're not a boss)

Every day is an opportunity to recognize someone for their contributions to their team and to the organization. Sincere expressions of appreciation and other informal recognition, such as a simple "Thank You", contributes to creating a more productive and gratifying workplace.

For additional information or comments email: humanresources@leepa.org