

Governor Scott Names Local Tax Collector's Office for 2015 Governor's Sterling Award

The Tax Collector's Office is First Local Governing Authority in Polk to Earn Sterling Recognition

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The Office of Joe G. Tedder, Tax Collector has learned that Governor Rick Scott and the Florida Sterling Council have recognized The Tax Collector's Office for Polk County as a 2015 Governor's Sterling Award recipient. The prestigious Sterling Award is presented annually to businesses and other organizations that demonstrate they meet or exceed the Sterling Criteria for Performance Excellence. The award follows a rigorous assessment process consisting of an Organizational Profile and a formal 50 page application which is scored against the seven categories of the Sterling Criteria, including performance results that show sustained high levels of performance excellence. This award is the highest recognition that an organization in Florida can receive for performance excellence.

In response to the award announcement Tedder stated, "The citizens of Polk County should take great pride in this recognition. It's a tangible sign that their Tax Collector's Office is considered a role model in Florida for businesses and organizations. The staff in the Tax Collector's Office has worked for years to get better and better and this recognition doesn't stop that process it just keeps us focused to do more. As citizens, please join me in congratulating the wonderful people that make up the Tax Collector's Office staff."

Established in 1992, by then Governor Lawton Chiles, the Governor's Sterling Award assessment process allows organizations to identify their improvement objectives and successful practices. Those applying for the Sterling Award must implement the Sterling Criteria in order to be considered for the award. The Tax Collector's Office for Polk County is only the second recipient from Polk County to receive this recognition and is the first local governing authority to win the award. Cargill Citro America of Frostproof won the Sterling Award 1997.

When learning of the award, George Lindsey, Chairman of the Polk County Board of County Commissioners, said, “The Tax Collector’s Office provides exceptional service to the people of Polk County and this award is truly deserved because of their commitment to performance excellence.”

President of Polk State College Eileen Holden remarked, “This is a great day for the Tax Collector’s Office and for the people of Polk County. Sterling challenges organizations to demonstrate their systemic approach to customers, leadership, strategic planning, workforce and operations. It's not a walk in the park. It's truly a big deal. I can't be more pleased for them and their staff and look forward to learning more about their performance excellence journey.”

Ed Crenshaw, President of Publix Markets which is based in Polk County, added this, “The Governor’s Sterling Award is a rigorous examination and few organizations attain this high level of performance. Here in Polk County we are very lucky to have a tax collector and his organization so focused on process-driven performance, because the work that they do impacts us all. Congratulations to a stellar organization who demonstrates exceptional leadership in their community through their customer service excellence, strong resource management, swift and accurate processing of payments, and compassion for their customers. I can't think of a more worthy recipient.”

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