



MANATEE COUNTY GOVERNMENT
"EMPLOYEE RECOGNITION PROGRAM"
NOMINATION FORM

(PLEASE PRINT)

DATE: 07/24/2015

[X] EMPLOYEE OF THE MONTH NOMINATION

NAME: LESLIE G. GARNER
DEPARTMENT: PUBLIC WORKS DIVISION: Field Maintenance
JOB TITLE: OFFICE SPECIALIST DATE OF HIRE: 05/17/2014
NOMINATED BY: PAULA J. REID PHONE#: 7249

SUBMITTED TO ERPC \_\_\_\_\_ ELIGIBLE FOR CONSIDERATION FROM \_\_\_\_\_ TO \_\_\_\_\_
Reviewed by Human Resources [Signature] Date: 7/20/15

[ ] TEAM NOMINATION

NAME: \_\_\_\_\_ DEPARTMENT: \_\_\_\_\_
NAME: \_\_\_\_\_ DEPARTMENT: \_\_\_\_\_
NAME: \_\_\_\_\_ DEPARTMENT: \_\_\_\_\_
NAME: \_\_\_\_\_ DEPARTMENT: \_\_\_\_\_
NOMINATED BY: \_\_\_\_\_ PHONE#: \_\_\_\_\_

Reviewed by Human Resources \_\_\_\_\_ Date: \_\_\_\_\_

[ ] SAFETY NOMINATION

NAME: \_\_\_\_\_
DEPARTMENT: \_\_\_\_\_ DIVISION: \_\_\_\_\_
JOB TITLE: \_\_\_\_\_ DATE OF HIRE: \_\_\_\_\_
NOMINATED BY: \_\_\_\_\_ PHONE#: \_\_\_\_\_

Reviewed by Human Resources \_\_\_\_\_ Date: \_\_\_\_\_

[ ] HEROISM NOMINATION

NAME: \_\_\_\_\_
DEPARTMENT: \_\_\_\_\_ DIVISION: \_\_\_\_\_
JOB TITLE: \_\_\_\_\_ DATE OF HIRE: \_\_\_\_\_
NOMINATED BY: \_\_\_\_\_ PHONE#: \_\_\_\_\_

Reviewed by Human Resources \_\_\_\_\_ Date: \_\_\_\_\_

Nominated Employee(s): LESLIE G. GARNER  
Type of Nomination: EMPLOYEE OF THE MONTH

**EMPLOYEE OF THE MONTH NOMINATION**

1. BRIEFLY DESCRIBE THE JOB DUTIES OF THE NOMINEE:

Answers service related calls from inside and outside customers, enters data related to Customer requests and the work performed by crews out in the field. Ensures the accuracy of the entered data to provide factual reporting. Monitors time and attendance for field employees to ensure accuracy. Fills in as receptionist at the front desk greeting customers and providing direction.

2. DESCRIBE THE CHARACTERISTICS AND JOB COMMITMENT/PERFORMANCE THAT MAKES THIS NOMINEE EXCEL ABOVE AND BEYOND OTHER COUNTY EMPLOYEES.

Leslie is a first year employee, she has demonstrated exceptional learning and retention skills, she is able to maneuver smoothly through our work management system even with the overwhelming and perpetually changing challenges she faces on a daily basis. Leslie is always willing to take on new and challenging responsibilities without hesitation. She is resourceful and always completes her assigned work ahead of schedule which allows her to take on additional tasks. Leslie is at all times pleasant, polite, courteous and exceedingly helpful to both inside and outside customers. She is also the insurance coordinator for the department which includes 109 employees and fills in at the receptionist area each day to provide additional assistance to the division.

3. SUBSTANTIATE WHY THOSE CHARACTERISTICS JUSTIFY THIS EMPLOYEE TO BE RECOGNIZED AS A MANATEE COUNTY "EMPLOYEE OF THE MONTH". (BE AS SPECIFIC AS POSSIBLE.)

Leslie is the kind of employee that any department would be proud to call their own. She has a remarkable work ethic and a charming respectful personality. She maintains a positive and professional relationship with everyone she encounters. Leslie strives to do an exceptional job at all tasks assigned, everyone she has dealings with compliments her accuracy and timeliness. Leslie gladly accepts new challenges and new duties, she is eager to learn and contribute to the team.

4. HOW DOES THIS EMPLOYEE BEST EXEMPLIFY THE COUNTY'S MISSION STATEMENT: Manatee County Government is committed to providing quality service with an emphasis on Accountability, Civility and Ethics. Manatee County Government's mission is to provide efficient, effective, responsive government that is always mindful of our sensitive natural environment while achieving the Commission's vision for the County: a premier place in which to live and work and play.

Leslie's job is customer service based and she takes her relationship between her and the customer, internal or external, very seriously. She is always helpful and respectful in order to ensure a good perception of Manatee County and the mission. Leslie completes all tasks assigned in an efficient manner which allows her to take on additional tasks for the betterment of the department and division.

**SAFETY NOMINATION**

Achievements considered may include, but are not limited to, the following suggestions. Check the category(ies) that best describe the safety accomplishments of the nominee.

- |   |   |
|---|---|
| <input type="checkbox"/> Safety meeting contribution                | <input type="checkbox"/> Demonstration safety consciousness & initiative        |
| <input type="checkbox"/> Response in an emergency                   | <input type="checkbox"/> Consistent maintenance of safe work environment        |
| <input type="checkbox"/> Coaching co-workers on safe work practices | <input type="checkbox"/> Identifying, reporting and helping to correct a hazard |

1. Explain how employee(s) achieved, maintained or improved safe work environment. (BE AS SPECIFIC AS POSSIBLE. Use an additional sheet as necessary.)

Nominated Employee(s): \_\_\_\_\_  
Type of Nomination: \_\_\_\_\_

**TEAM NOMINATION**

Check the selected criteria that best describes the team's performance.

- |                          |                    |                          |                |                          |             |
|--------------------------|--------------------|--------------------------|----------------|--------------------------|-------------|
| <input type="checkbox"/> | Project            | <input type="checkbox"/> | Committee Work | <input type="checkbox"/> | Emergency   |
| <input type="checkbox"/> | Special Assignment | <input type="checkbox"/> | Cost Savings   | <input type="checkbox"/> | Promotional |
| <input type="checkbox"/> | Community Work     | <input type="checkbox"/> | Other          |                          |             |

1. Summarize the work efforts that justify this nomination.
  
  
  
  
  
  
  
  
  
  
2. How did the team of employees contribute to improving the quality of services to the County and its citizens? Explain how this effort was beyond the normal realm of duties and responsibilities of these individuals.

**HEROISM NOMINATION** Describe heroic act below or attach additional pages.

Nominated Employee(s): Leslie Garner  
Type of Nomination: Employee of Month

**ADDITIONAL COMMENTS:**

NOTE: ADDITIONAL DOCUMENTATION AND/OR COMMENDATIONS MAY BE ATTACHED (UP TO 10 PAGES).

Leslie is a first year employee who has been able to step into a demanding role. Leslie's position requires her to interact frequently with Public Works customers. These customers are typically calling to report a problem and not always pleasant. Leslie handles these unhappy customers professionally and with respect, ensuring their concerns and problems are routed to the correct Superintendent to inspect. In addition, Leslie is responsible for data entry. It is vital that the data be entered promptly and correctly ensuring the Division's data is accurate for later analysis and record keeping. The work management system the department uses, Cityworks, takes time to master. Leslie has done so in a relatively short period of time and continues to learn as much as is provided to her. It has truly been remarkable at how quickly Leslie learned the work, the work management system, and the process utilized to take the customer from notification of the issue to completion of the job.

<b>EMPLOYEE'S SUPERVISOR</b>	
Approved/Disapproved <i>[Signature]</i>	Date: 072415
Supervisor's Comments: <i>Great employee, wish I could clone her!</i>	
<b>DEPARTMENT DIRECTOR</b>	
Approved/Disapproved <i>[Signature]</i>	Date: 7-29-15
Department Director's Comments:	
Reviewed by Risk Management (Safety Award):	
Date:	

**\*DEPARTMENT DIRECTOR - NOTE:\***

**Please notify Tamie Langman, Human Resources Department of any change in status regarding the nominated employee.**

**PLEASE SUBMIT YOUR NOMINATION TO THE HUMAN RESOURCES DEPT.  
ATTN: Tamie Langman, ERC Coordinator.**

## **Paula Reid**

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**From:** Christine Chapman  
**Sent:** Friday, July 24, 2015 10:03 AM  
**To:** Paula Reid  
**Subject:** Recommendation for Leslie Garner for Employee of the Month

It is my pleasure to support the nomination of Leslie Garner for Employee of the Month. When I trained Leslie for her first position of OPS Sales and Information Clerk, I was impressed by her ability to quickly learn all the job functions. After only a week, she was 'flying solo'. She proved to be an immediate performing asset for Manatee County's Transit Division. Her skill set allowed her to transition from OPS Sales and Information Clerk to Office Specialist within a few months. I have had the opportunity to see Leslie in other areas at Public Works which clearly displays that she is a team player by showing her willingness to help by filling in for other areas when needed with no complaints.



Christine Chapman, Fiscal Analyst  
Manatee County Area Transit/Public Works  
1108 26<sup>th</sup> Ave East  
Bradenton, FL 34208  
Phone: 941-708-7439  
Fax: 941-708-7503  
[christine.chapman@mymanatee.org](mailto:christine.chapman@mymanatee.org)

## **Paula Reid**

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**From:** Danny Smith  
**Sent:** Friday, July 24, 2015 11:33 AM  
**To:** Paula Reid  
**Subject:** Leslie Garner Employee of Month Nomination

Paula,

I heartily agree with your decision to nominate Leslie as Employee of the Month. Leslie has been a great addition to our team. I know she has been of great assistance to you and has adapted quickly to Cityworks, completing a great deal of work daily.

I have also noticed she is very pleasant when interacting with our customers, even those who are not happy. She is a great candidate.

Thanks,

Danny Smith  
Division Manager  
Field Maintenance Division  
Manatee County Public Works  
941-708-7494

7/27/15

Leslie is a team player and does a great job jumping in to additional duties when fellow team members are out of the office. She is approachable, hard working, and has a positive attitude. She is a great asset to Public Works.

Tanisha Davis

Paula,

Leslie is a one of a kind employee. Her drive for excellence allows her to be extremely efficient and effective in her job. Her excellent work ethic is an asset to Manatee County and helps with closing and prepping of work orders in all surrounding areas as well as other government entities. This helps us in the completion of division goals and being prepped on a daily basis. Leslie has made herself available to all county employees in the assistance with their insurance. This is a mass work load to take on and Leslie handles the pressures of her job extremely well, while still maintaining her daily work. This goes above and beyond the normal working parameters, and through her actions she has made the quality of life for county employees better. She has a tremendous amount of pride in her work and applies the ACE (Accountability, Civility, and Ethics) principles into her decisions daily. She understands that customer service is our top priority and is very helpful with anybody she deals with. Leslie is known for going out of her way to make sure issues are resolved and work orders are properly taken care of. Her attitude, demeanor, and overall willingness to help should be emulated by her co-workers.

Cody A. Bentley, Public Works Maintenance Supervisor

To whom it may concern,

As Public Works superintendent For North County It has been my pleasure to work with Leslie Garner. She has proven time and again that we hired the right person for that position. From the time Leslie started she had the job under control and made the transition in such a professional manner you would not have noticed she replaced someone. Leslie has always been helpful taking the time at a moment's notice to assist whenever needed.

Sincerely

John Muscato

# MEMORANDUM

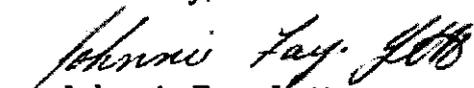
To: Paula Reid  
From: Johnnie Faye Yetter  
Date: July 27, 2015  
Subject: Leslie Garner "Employee of the Month"

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I'm delighted to support Leslie Garner as a nominee for Employee of the Month. I've worked close with Leslie regarding Public Works property damages; she understands the importance and value of the claims and has demonstrated exceptional team work. She goes the extra mile without any question and maintains a positive personality with a great respect for everyone she has any contact with both internally and externally. Not only is Leslie a great asset to our department but to Manatee County as well.

Sincerely,

  
Johnnie Faye Yetter

Public Works  
Fuel / Inventory Operations  
2908 12th Street Court East, Bradenton, FL 34208  
Phone number: (941)708-7524

## Nomination for Employee of the Month

It is a privilege to recommend Leslie Garner for Employee of the Month. Leslie made extraordinary contributions to Public Works, Manatee County Area Transit in her role as OPS Survey/Sales and Information Clerk. She willingly shares her expertise with others while inspiring her peers. Leslie is always open to process improvement and is a fierce communicator. Today's Transit Industry and customer service environment call on leaders capable of working well with employees, vendors, and customers. Leslie was able to accomplish this via her vibrant personality and ability to communicate effectively with all customers, both internal and external.

As a Survey/Sales & Information Clerk, there is a reasonable expectation and a higher level of independence expected in this position. There has to be a comfort level that information released to external clients is as accurate as possible. Leslie was tasked with and encouraged to take ownership of the transit system, providing accurate bus route and other transit information to our customers and for Transit reports. Leslie hit the ground running with minimal direction and always ensured tasks assigned in her area of responsibility were addressed in a timely and efficient manner. Leslie demonstrated the adherence to the County and Transit policies and procedures; and made sure her work was always organized; she sought out the necessary help and information to make sure that the information provided to Transit Customers was accurate.

In FY14, Leslie was awarded a full time position in Public Works, Highway Division as an Office Specialist. With the support of a phenomenal staff, Leslie took on this role in which she is responsible for providing customer service to both internal customers and the citizens of Manatee County. No matter how demanding or pressing the situation, Leslie inspires a style of motivation and drive that leads to her commitment to continued growth in all she does.

It is my hope that you will consider Leslie for this award as she exemplifies the quality of an outstanding dedicated employee who possesses personal integrity through thoughtful communication.

Yours Truly,

**Edrick Sweeting**  
Grants Administrator  
Manatee County Government  
Public Works Department  
(941) 708-7450 Ext. 7354  
(941) 708-7503 Fax  
[edrick.sweeting@mymanatee.org](mailto:edrick.sweeting@mymanatee.org)

"It's A Great Day At Manatee County"