



MANATEE COUNTY GOVERNMENT
"EMPLOYEE RECOGNITION PROGRAM"
NOMINATION FORM

HUMAN RESOURCES
JUN 25 2018

(PLEASE PRINT)

DATE: 04/11/2018

[X] EMPLOYEE OF THE MONTH NOMINATION

NAME: Mary Gavin
DEPARTMENT: Utilities DIVISION: Customer Service
JOB TITLE: CSR 1 DATE OF HIRE: 05/23/2016
NOMINATED BY: Kayle Small and Lindsey Bell PHONE#:

Expiration (If applicable):
Reviewed by Human Resources Date:

[] 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): Mary Gavin

Type of Nomination: Employee of the Month



EMPLOYEE OF THE MONTH NOMINATION

1. BRIEFLY DESCRIBE THE JOB DUTIES OF THE NOMINEE:

Interacting with external customers via phone and email (opening and closing accounts; creating service orders for garbage and meter services; updating sensitive information). Providing excellent customer service to all customers.

2. DESCRIBE IN DETAIL (INCLUDE EXAMPLES) OF EXEMPLARY CUSTOMER SERVICE GIVEN BY THIS NOMINEE.

Mary goes above and beyond in her customer service skills with each and every customer. She is thorough, detailed, and always has the nicest demeanor and tone - no matter how bad of a day it is. Mary consistently follows up with customers by calling them back to ensure they are informed. Frequently, customers call back trying to reach her because she left them with a positive experience. There have been many instances where customers have requested to speak to a supervisor just to give her a compliment. One customer advised her supervisor that he was "out of sorts" due to some personal problems and had admittedly taken it out on Mary. He said Mary handled him with kindness and calmed him down. Another customer called to advise the supervisor that Mary had assisted her to straighten out some confusion on a cancelled payment arrangement and that Mary was "absolutely amazing!" She said it was not easy to find good customer service and that Mary went above and beyond to help her.

3. GIVE EXAMPLES OF EXCEPTIONAL ACHIEVEMENTS. HOW DID THE EMPLOYEE'S ACCOMPLISHMENTS EXCEED THE NORMAL STANDARDS/EXPECTATIONS FOR THE JOB? HOW DID THE EMPLOYEE'S ACCOMPLISHMENTS RESULT IN A SPECIAL ACHIEVEMENT OF SIGNIFICANT IMPORTANCE TO THE COUNTY?

Every call or conversation Mary has with customers has a significant importance to the county. Customers are genuinely happier and have a better understanding of the Utilities Department after speaking with her. She is an integral piece to our Call Center team puzzle.

4. ACCOUNTABILITY, CIVILITY, AND ETHICS: GIVE SPECIFIC EXAMPLES OF HOW THE EMPLOYEE DEMONSTRATES EXCEPTIONAL LEADERSHIP SKILLS; SERVES AS A ROLE MODEL FOR OTHERS, DISPLAYING DESIRABLE QUALITIES/TRAITS SUCH AS VISION, INTEGRITY, HONESTY, DEDICATION, HIGH LEVEL OF WORK ETHICS, FAIRNESS, ASSERTIVENESS, AND HARD WORKING.

Mary is a valuable asset to Manatee County, always exemplifying the A.C.E. standard in all she says and does. She has a mountain of patience, a great sense of humor, a caring spirit and a positive attitude about her job and life in general. Mary has a level of professional maturity which makes her a role model for our other representatives. Mary is our rock, never showing any frustration with difficult customer situations and will do whatever she can to resolve the issue for the customer. Her smile resonates through her voice when she answers every customer call. She is also a team player and a knowledgeable and productive employee, taking a large number of phone calls and completing the tasks associated with the calls.

ADDITIONAL EXAMPLES/JUSTIFICATION: SPECIFIC ACCOMPLISHMENTS, COMPLETED PROJECTS, ETC. (EXAMPLE: PROFESSIONAL DEVELOPMENT, VOLUNTEERISM, ETC.)

When Mary is not at work, she is actively involved in her church group and volunteering. She ministers the homeless and people on the streets. Mary also visits nursing homes throughout the holidays and spends time with the residents, letting them know they are cared for and thought about. She also helps feed the needy throughout the holidays, often helping with the organization and the disbursement of gifting Thanksgiving and Christmas dinners to those less fortunate.



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.

- Safety meeting contribution
- Response in an emergency
- Coaching co-workers on safe work practices

- Demonstration safety consciousness & initiative
- Consistent maintenance of safe work environment
- Identifying, reporting and helping to correct a hazard

Nominated Employee(s): Mary Gavin
Type of Nomination: Employee of the Month

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

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): Mary Gavin
Type of Nomination: Employee of the Month

ADDITIONAL COMMENTS:

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

EMPLOYEE'S SUPERVISOR <input checked="" type="radio"/> Approved / <input type="radio"/> Disapproved <i>Mary Clapper</i>	Date: <i>6-19-18</i>
Supervisor's Comments: <i>Very deserving of this award. me</i>	
DEPARTMENT DIRECTOR <input checked="" type="radio"/> Approved / <input type="radio"/> Disapproved <i>[Signature]</i>	Date: <i>6/19/18</i>
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.**

“On a daily basis, many of us often struggle to find the resolve to not “take it personally”. Mary Gavin has shown a repeated and exceptional ability to withstand the occasional verbal abuse without even changing the inflection of her voice. She is consistently able to decipher what the customer is truly upset about and if unable to rectify their issue, she has a near super-human empathy that calms customers while diffusing situations that may have been a powder keg. I have personally been witness on two occasions where customers screamed and cursed so loudly during their calls that I heard them two cubicles away through a headset. Luckily, Mary Gavin was the angel who stayed calm. Through her tone & diligence, these callers were brought to an eased if not tranquil state. She is truly an awesome example of what customer service should be. I would be stating an untruth were I to say I did not attempt to model my efforts after her. It is not often one can state they enjoy coming to work just so they can share space with a coworker. In the case of Mary Gavin, this is fact. ”

“Mary Gavin is an angel. There is a calming in her voice that exceeds any customer service skills. I remember I had a customer who truly upset me to the very core of my being. It was garbage related and the customer was very abusive towards the garbage guys. Even though I never showed it when I was on the phone after the call was over, I did cry. Mary Gavin showed me a scripture in her Bible that, to this day, I still have a picture of it on my phone which I read almost daily.

Even if you see her in the building, in the hallway or at Publix, which I have occasionally, she is a ray of sunshine. And to us, she is our employee of the month. As long as she will walk through the doors at Manatee County Utilities, there is always room for her here.”

“One day Mary Gavin saw me get emotional to the point of tears over my deceased son, Chris. She asked me what was wrong, and I told her the story of how my only son who was 23 years old when he passed away on Mother’s Day in 2010 from Esophageal Cancer. I explained to her that my son was a very good kid, he never drank or smoked, and was the kindest and sweetest person, and loved by all his friends and family. I felt, and to some extent still feel, responsible for passing on defective genes to him. I told her that I felt God was punishing me for all my past sins. She said to me that this was not the way God works. She said Chris was with our Lord in a much better place than all of us and I will see him again and to have faith, and that perhaps God wanted my son to be with Him.

Mary is a kind woman of deep faith who is kind to everyone she encounters. She never talks badly about anyone, including some of the disgruntled customers who call us daily. We are all the better for knowing her. ”

"Mary has been a ray of sunshine since I started here at the Utilities Call Center. She is someone you can always go to and ask a question, or when you feel you just need to get something off your chest. Mary is one of the kindest people I have ever met and goes above and beyond to put the customer first. She is always the first one in and the last one out. The tone in her voice is soothing, so much in fact that even after having a disgruntled customer, just speaking to her alone can calm anyone down. Mary is a hardworking woman who I personally feel deserves Employee of the Month."

"Ms. Mary is a warm and wonderful person, she is always able to put a smile on your face because of her positive attitude. She also has such a bright and enthusiastic outlook on everything. She is extremely pleasant on the phone when talking with customers, even when she has a customer that is not happy on the phone. Her tone does not change and she continues to speak in a calm and pleasant voice. This leads to the customer thanking her for being so pleasant. She is just a delight to work with and a great asset. She has such a calming and understanding attitude and approach, that she puts everyone at ease. She is always willing to help anyone with anything at any time. She is a wonderful team member and friend to us all."

"Mary is a God-fearing woman who spends her time outside of work ministering to the homeless on the streets. She also visits the nursing homes during the holidays letting them know they are cared for and thought about. Mary has a loving genuine heart for all. She is consistent, positive, outgoing, and an all-around great coworker. There is nothing bad I can say about Mary. She is an angel sent from heaven."

"I personally feel there is no one who deserves Employee of the Month more than Mary. She is always the first one to arrive to work and the last one to leave. She goes above and beyond the meaning of A.C.E and not just for the customer, but her family and friends also. Mary is dedicated, positive and conscientious in whatever she is doing. I am always inspired by her positive outlook on hard situations that we come across. Her enthusiasm spreads throughout the office, and she manages to brighten up the day for everyone she encounters."