

Strongest Link in the Chain
Nomination Form

Nominee Name____Rita Bagwell____Department__Customer Service_____

Your Name__Laura Stewart_____Department__Customer Service_____

Date Submitted__01/06/2016_____

Is this monthly nomination? Yes No If yes, which month _____

Is this an annual nomination? Yes No If yes, which year____2015_____

Department Director Signature_____

Reason for the Nomination

Using the program criteria, explain in detail why the employee deserves to be recognized as the *Strongest Link in the Chain*. Use a separate sheet if necessary.

____Several months ago Rita left a position in which she was able to perform almost blind folded and in which she performed with excellence. She has shined as the Contract Desk Supervisor for years. However, a need arose in the department when, suddenly, the Billing Supervisor announced that he was resigning. This was a surprise to everyone. Even though Rita really did not want to step outside of her comfort zone, or leave the world that she knew for the “unknown” world of billing, she saw the need in the department. The move from Contract Desk Supervisor to Billing Supervisor would not be a promotion. There would not be a big, fat, hefty pay increase. Actually, there would be no pay increase at all. This would be a lateral transfer for Rita. Yet, she accepted the position, and the challenge, anyway. All because there was a need in the department.

Even though Rita met the challenge head on, there were many times where she felt as though she had made a huge mistake in leaving the Contract Desk. She found that there was so much that she had to learn to be able to be the Customer Service Department’s Billing Supervisor. She also found that there was quite a lot of clean-up work that needed to be done. The more that she cleaned up, the more that she found. The task seemed never-ending. There were days where there was no light at the end of her tunnel. Yet, here we are, already in 2016. The amount of work that has been accomplished in the Billing Department in the few short months since Rita transferred to the position is nothing short of amazing. I told Rita before she ever agreed to accept the position that I did not have any doubts about her abilities to learn, handle and excel at the position. However, even I did not think she would have accomplished as much as she has as quickly as she has.

The City’s Billing Department is, once again, working together as a team. They are organized and focused on billing our customers in a prompt and timely manner and ensuring that the bills are correct before they leave our department. This is all due to Rita’s influence as their Supervisor. She has input new ideas, done some restructuring, listened to their ideas and questions, and through it all has been learning her role and duties. As the Manager, I can see the results of her efforts in other areas of the Customer Service Department. We do not have as many calls or visits from customers with

concerns/complaints because they have not received a bill due to their accounts not billing. Rita is working the “Hold Report” regularly to ensure all accounts get addressed promptly if there was a problem causing them to not bill. So, we do not have as many unbilled accounts. There are fewer emails going back and forth between the CSRs/Phone Reps and Billing. The problems have dropped dramatically and this can be seen in the decreased call volume and customer visits in the lobby.

While, admittedly, Rita still has much to learn in the Billing Department, her willingness to leave her job as the Contract Desk Supervisor where she was comfortable, confident and a Shining Star and go to the Billing Department where she would have to learn much of her duties from the employees whom she would be supervising because it was in the best interest of the Customer Service Department shows true dedication. In my most humble opinion, that is the true definition of what the Strongest Link in the Chain is about.

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Human Resources Use Only:

Previous discipline in last 12 months

Final Rank _____ HR Signature _____