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SEP 13 2010

CITY OF GERMANTOWN

2010 – 2011
City of Germantown
SPIRIT Nomination Form
September 8, 2010

Strive for S ERVICE EXCELLENCE
P RODUCE "A+" Results
Take the I NITIATIVE
Are R ESPONSIBLE
Are I NNOVATIVE
Practice T EAMWORK

The S.P.I.R.I.T. of Germantown

To: SPIRIT Evaluation Team
Community Services: Bruce Tillman, Chairman
Police: Matt Hatley
Fire: Chris McPhaul
Human Resources: Nelle Earthman
Finance & General Services: Shirley Swatts
Econ. & Com. Development: Cindy Bond
Germantown Athletic Club: Amy LaRusso
GPAC: Emily Hefley

RE: Employee's Name: Charmaine Jones

From: Nominator's Name: Randy Gatewood

I have been a Code Compliance Officer for over 4 years working in the Economic and Community Development Division with Mrs. Charmaine Jones. During this time I have worked closely with Mrs. Jones and have observed her perform copious functions with precision.

Charmaine is responsible for solid waste disposal, permits, records, invoices, and attending to citizens that have solid waste issues. When a problem occurs with a citizen, most of the time the citizen is somewhat frustrated. Charmaine remains calm and facilitates with the city's vendors to accommodate and resolve the problem.

Some of the residents that call in to Charmaine are elderly and just want someone to talk to. Charmaine will listen to their complaint and then maybe a few other personal issues they may have. She has a way of listening to their problems, making them feel better but not taking up too much of her time. And in the end, the resident feels good because they are getting their problem taken care of and have had someone with a kind voice listen to them for a bit.

If you take a look at how Charmaine does her job you will find that she keeps a steno pad that she dates and takes down every complaint that comes from over the telephone. Once the complaint is taken care of she then makes a check by the address. If the complaint comes through e-mail, she will take care of the complaint and then delete the e-mail. No extra papers, no extra mess.

Along with excellent communication skills Charmaine is extremely organized, reliable and very computer literate. Her knowledge of the computer and software was very helpful with the implementation of the new SunGard systems that is now being used by the City of Germantown and more importantly, Code Compliance. Her working knowledge of the program was very instrumental in training the rest of the staff in learning the system.

Going the extra mile should be Charmaine's middle name. When she took over the permit applications, the files were in disarray, it was hard to figure out just what to do when filling out the paper work. Charmaine reorganized the system and made a file for each type permit. Not only did she write out exactly how to do the permit step by step but she also put all of the paper work together so now it is fool proof.

Since Charmaine has worked for the city for over 20 years, she has a working knowledge of a lot of other departments. This really comes in handy when we are not sure where to turn to get some answers for a problem. Not only does she know the department to go to but she also knows the person to ask for and in some instances she knows their telephone numbers!

Any reports that come out of Code Compliance, Charmaine Jones has usually collected the data or compiled the report. All of the Code Compliance Officers do a weekly report and turn them into Charmaine. She then in turn compiles the data for a weekly report. At the end of the month she turns it into a monthly report then a quarterly report. She has a great working knowledge of Excel therefore her reports are easy to understand.

Not long after Charmaine took the job as Community Services Coordinator a new sanitation agreement went into effect. This new agreement meant that the residents of Germantown were going to have to change the way they disposed of their yard waste. Clear bags are now to be used and their yard debris must be placed away from light poles, mail boxes or any other objects. Charmaine has had tremendous tolerance in dealing with residents still 5 years later that will not comply with the policy. Every day she will send out 5 to 10 letters to residents that somehow still don't know that you must use clear bags. We can hear her everyday say at least 10 times where their yard waste needs to be placed. She keeps an Excel spreadsheet of all of the addresses that she has sent these letters to so that if one address gets another letter, she knows they are not complying with the policy.

Trying to figure out who is right and who is wrong is hard for anyone to do however Charmaine is tasked with this problem on a daily basis. The resident stated that the trash was out on time and the vendor stated that the trash was not out when the truck went by. Who is right? Charmaine has a way of getting these type problems solved where everyone is pleased with the outcome.

Charmaine can work in a group setting or independently and is able to follow through to ensure that all phases of every job are done. She is flexible and willing to take on additional projects that are assigned to her and even some that aren't such as the infamous temporary signs task. She volunteered to take on this very difficult task and manage the implementation of the renewal process which is extremely comprehensive.

Charmaine Jones would be a tremendous recipient of the Spirit Award. She exemplifies the City's motto of Excellence. Every Day.

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September 7, 2010

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RE: Employee's Name: Charmaine Jones

From: Nominator's Name: James Knight

Charmaine Jones has demonstrated that her work ethic and knowledge of her job far exceed the qualifications of The Spirit Award.

Her work product is of the highest quality. She takes pride in the fact that her work is accurate and submitted on schedule. She has the responsibility of maintaining all work reports including solid waste, grass cuts; code compliance officers work reports, vacant house list and many others. She is responsible for collecting information from our vendors so that the city can receive rebates. She is always looking for new information so that the total rebate offer is collected.

She has developed and designed many reports in the form of a spreadsheet. The information is then consolidated on a separate form for annual reports. Her work product ensures the Community Development data is accurate. If Charmaine is scheduled off on a Friday and the reports are due, she will make sure she has all information so the reports can be completed by end of business Thursday.

Charmaine is the definition of responsibility. She arrives at the office no later than 7:30 a.m. every work day. She is the individual that gets the entire office off to a great start by making coffee.

Charmaine has been tasked with helping to bring the Engineering division online with the new SunGard system. This is unusual as Mrs. Jones does not work in the Engineering division however she is willing to help in any way she can.

The job description given Mrs. Jones is that of Community Services Coordinator. She is constantly courteous when dealing with irate citizens. She is always calm, considerate and respectful. The calls that she receives are not usually ones that are from a resident that is happy with their trash collection. However she takes their concern and in 99% of the time, when the call is finished, the resident is pleased with the solution. In the 1% that are not happy, the problem is one that Mrs. Jones could not fix however she is willing to work on a resolution. Often, citizens call in with concerns regarding street lights that have burned out. Although the City of Germantown is not responsible for this function, Mrs. Jones always goes out of her way to contact MLGW concerning the matter.

Mrs. Jones is equally helpful with her coworkers. For example, the new SunGard program we are using for code compliance is difficult for some employees to grasp. She can hear us struggling with the program, she will stop what she is doing to come and help us out of a jam even though she was not asked. She will always assist fellow employees with the finer details of the job.

One of the qualifications for the Spirit Award is "accepting change." Mrs. Jones has been with the City of Germantown for over 20 years. She has worked in several departments and has seen the city grow into the great city it is today. However with that growth comes change. She has seen new systems added, old systems die and she has changed right along with all of it, taking with her a little piece of history.

It was Charmaine's idea to have a bi-monthly code compliance dinner with spouses. We now meet every other month at various locations to have dinner as a group and we bring our family. Some bring children, some don't, however it is a great time to let our hair down and enjoy each other's company outside of the office.

When she first arrived in code compliance, the filing system was a mess. She took it upon herself to tackle the job. There is now a system of addresses and anyone can come to code compliance, pull an address, and see what permits have been filed on that property.

The permit section was the way. Now when a resident or vendor comes in for a permit, anyone can go to the file and read the directions for a permit. She even has all of the paper work clipped together so there will not be a step missed.

The problem is when she is selected as a winner of this award; she will be presented with a cash award and a bonus day. No one in this department looks forward to a day in the office without Charmaine Jones. The Neighborhood Services Manager, Joe Nunes, has stated in meetings, he makes every effort to be here when Charmaine takes a rare day off.

Charmaine Jones is the "Life Blood" of the Community Development Division. This "Spirit Award" was designed and tailored to describe the skills, attitude and abilities of Mrs. Jones.

SERVICE EXCELLENCE

By far I feel this is probably Charmaine's strongest attribute. She greets citizens by name as if she's known them her entire life. Her pleasant demeanor and professional attitude gives people a sense of comfort and ease. Many times when citizens come by or call in, they are upset, angry or frustrated. They may start out this way, however, once Charmaine has an opportunity to speak with them, they usually hang up or leave feeling very content/satisfied. Charmaine has a natural ability to nurture and a great skill for listening. You'd be truly amazed to see this type of transformation on a day to day basis.

Of course customer service is one Charmaine's key roles in her day to day responsibilities. Each day she is in contact with citizens, contractors, Michael's Tree and Loader Service, All Star Waste Systems, business owners, other departments, etc. A typical work day entails constant communication, internally and externally. Not only is she prompt and expedient, but more importantly she communicates effectively. She is precise and definite with her responses/answers leaving no room for questionable matters or debatable situations; the concern or issue is *ALWAYS* resolved.

PRODUCING A+ RESULTS

Charmaine is well versed and familiar with Germantown's Code of Ordinances and other City policies. This is one of the main reasons why she does her job so well. I'll often say that she is like a walking computer; whenever she is asked a question, she spits out accurate, detailed verbatim information. The entire ECD department considers her the "go to" person because she has a wealth of knowledge.

Charmaine played an integral role in our recent Sungaurd training. She worked very hard at getting all of our code violations, City Ordinances, notices, permits, etc. set up. She also assisted others and helped them to learn the system as well. She learned the new system fluently and now is the department advisor for Sungaurd. Although she is very busy with her day to day duties, she will stop at the drop of a hat to help others. When we went live with the new Sungaurd system, the code officers depended on Charmaine heavily. She took so much time to assist them and bring them up to speed. Although they are now acclimated, just to know that Charmaine is right over the wall in the adjacent cubical provides a piece of mind for everyone.

INITIATIVE

Although this was not part of her originally assigned job duties, it has come to be where citizens will call Charmaine with concerns that have little to do with the City of Germantown. Citizens call all of the time because a street light is out. Instead of Charmaine instructing them to call MLGW or giving them MLGW's website address, she cordially takes their information and then goes to the website on her own to report the outage. She now has established contacts at MLGW, AT&T, and Comcast; she calls or emails them when there is a delay or problem, or when she needs answers. She does not mind delving into problems and investigating to ensure that matters are resolved and citizens are happy.

RESPONSIBLE

There is a very fine line when working within the Code Enforcement/sanitation arena. "YES" should be a customary word that is inbred by those who work within the customer service realm. Although we would like to say yes all of the time, we often have to use the word "NO." Each time Charmaine tells a citizen no, it is followed with a definite, precise and straightforward explanation as to why. She is never rude and her demeanor is always professional. A prime example would be when a citizen calls because he/she didn't get their trash out on time on their collection day. In this person's mind, they feel that the truck can just run back by their house. Well, Charmaine's disposition is that although we would love to send the truck back, we simply cannot. Per Charmaine,

if we do this for one resident, then we would have to do it for the next one, then the next one and so forth. The trucks would never be able to complete their daily routes if they have to keep going back. Although Charmaine is not able to appease the citizen, her decision was made based on the welfare of the City.

INNOVATIVE

Years of working for the City have provided Charmaine with a plethora of knowledge. Having worked with other departments has given her the opportunity to gather information and share it with others. She is always coming up with strategies and ways to help our department and the City as a whole.

Although Charmaine has been through several system implementations, Sunguard is the first one that I have actually had the experience of working from the ground up with her. Not only did she take the system and make it her own, but she figured out ways that we could make our forms, notices, reports, etc. look very professional.

TEAMWORK

Charmaine is the glue that holds this unit together. I'm sure that everyone in Neighborhood Services would certainly agree with me. As I previously mentioned, she is the "go to" person for everybody. And although everyone is demanding of her attention, she is always patient and her attitude is always pleasant. Also, everyone knows that she will either: ① know the answer, ② find the answer, or ③ advise how to go about getting the answer.

Charmaine's role as a team player goes even further than helping others in the department. She comes in early every day and starts coffee. She also makes sure that the dishes and break room are thoroughly cleaned before we leave each day. She buys random items for the office out her own pocket and she provides breakfast for special events such as Amnesty Day to all of the participating employees and workers (again at her own expense!)

As for the various policies pertaining to The City of Germantown, Charmaine fully supports and stands by them whole heartedly. She not only works for The City, but she lives here too, thus giving her more reason to be true and true. Many times Charmaine will spot violations over the weekend, or at night. She comes right in on Monday and enters it in the system and reports it to the prospective code officer.

In summary, Charmaine is the epitome of the S.P.I.R.I.T Award. Her character and work ethics places her well above the average employee. She is gracious and kind and is extremely dedicated to her position and to the City of Germantown. She has been an outstanding mentor, giving me good, solid advice during my two years with the City.

Charmaine Jones is a true asset for the City of Germantown. It would be wonderful to see her receive this award in which she is so deserving of.

SPIRIT Award Nomination Form

Employee: Charmaine Jones

I am pleased to nominate Charmaine Jones for the SPIRIT award.

1. Service Excellence

A key component of Charmaine's job is to identify and address citizens' needs. Most of her day is spent on the phone listening to customers concerns and working with various parties (city contractors and departments) to resolve those issues. Whether it is people calling with a concern about their solid waste service or if it is someone with a code issue, Charmaine listens and takes the steps necessary to address and respond to the concern. While it may be hard to believe, some callers are not pleasant in their conversation, but Charmaine always maintains a calm and courteous demeanor.

2. Produce A+ Results

An A+ result means that a job is done exceptionally well. Charmaine certainly fits into that category. One citizen was so satisfied with Charmaine's exceptional performance that she sent an impressive bouquet of flowers. Being the employee that adheres to policy, she called the resident and advised that she was appreciative of the gesture but that she could not personally accept such a gift due to the ethics policy.

3. Take the Initiative

Tackling problems head on was shown with Charmaine's involvement with the recent Sungard Code Compliance software upgrade. Charmaine not only took the initiative to learn the role of administrator, which involved learning some additional items in Microsoft Word, but took the lead on identifying potential problem areas and taking the steps to make the necessary corrections during the testing phase before the system went live. This included identifying case types and action codes that would facilitate the reporting process. Her actions helped to facilitate the implementation of the new program. Charmaine coordinates a portion of the semi-annual Amnesty Dumpster and Recycling Event and along with Sherrye Rhea comes out on Saturday morning to assist residents.

4. Are Responsible

There are two things identified in this description that fit Charmaine. First is the positive attitude, while callers can get trying at times, Charmaine maintains a positive attitude and keeps the focus on solving the caller's problem. But when the answer is sometimes a no – she explains the guidelines and follows up with additional information that is mailed to the resident. The second item is "acting with integrity and fairness". Charmaine strives to treat all residents the same - in a fair and consistent manner.

Whenever asked for assistance Charmaine replies "Yes". Recently there have been some additional projects that have been asked of her – including researching performance data for ICMA; coordinating a solid waste street survey for the upcoming solid waste proposal and serving as the record keeper for the Community Vitality Focus Area Cabinet. This particular task involves working with co-chairs and a number of individuals on the cabinet. She has gathered the reports and information submitted (some in a less than desirable format) and organized them into one document. She has accomplished all these tasks and met all project deadlines.

5. Are Innovative

The division has been faced with a number of changes in processes in an area that is one of Charmaine's primary responsibilities. This is the processing of permits (fence, accessory structure, etc.). We are now processing permits in the new software. This meant a new approach with the customers and that change was implemented almost seamlessly with Charmaine's attention to detail.

6. Practice Teamwork

A great example of the teamwork Charmaine practices is demonstrated by her role in the recent implementation of the Sungard Code Compliance software mentioned earlier. Before and after the system went live Charmaine has given of her time in helping others in neighborhood services and in engineering to assist with questions on setting up new forms and cases, entering data and processing requests in the system. She has not hesitated for one minute when offering assistance in this and other areas. In addition her input and suggestions on this and other projects are invaluable.