

City of Germantown
SPIRIT Nomination Form

Employee's Name: Candace Tuggle Dept: Court

Nominator's Name: Ashley Hisky Date: 12/12/2013

Describe how the nominee demonstrates the core values of service excellence, producing A+ results, initiative, responsibility, innovation and teamwork. Statement should include detailed examples and can be no longer than 2 pages in length.

I feel very strongly that Candace Tuggle is deserving of the SPIRIT Award for multiple reasons. Candace is one of the kindest and most outgoing people I know. In this application, I am going to describe how Candace provides service excellence, produces A+ results, shows initiative, takes responsibility, is innovative, and demonstrates great teamwork as a Deputy Court Clerk with the City of Germantown.

Candace is very kind; she shows this by the way she treats customers that she handles in person and more importantly over the phone, here in the office. Candace always answers the phone with a cheerful, polite, and calming tone. She is courteous and listens before she ever speaks to answer a question. She is quick to find answers and solve problems, while maintaining a very high level of professionalism during heated calls. She always gives the customer her name, which shows she is more than happy to be accountable for the information that she gives. Candace exudes service excellence!

Candace is so thorough when it comes to the quality of her work. As much as I hate to admit this, I love when she finds my mistakes. She is fast, accurate, and a hard-working machine. Candace is always looking for ways for us to be more efficient. She showed me a better way to print my "summary docket" that uses WAY less paper, and is a faster means of checking to ensure all our cases are located for our docket. Candace has an enthusiasm for learning, which motivates me to want to learn more. Candace never complains about any training that we receive, but welcomes the wonderful opportunities to learn and engage with other employees. Candace is always reviewing customer surveys that we receive because she values what people think about our office and wants to change the perception in the most positive way. Candace always produces A+ results!

Candace is extremely organized. She is in charge of entering all the misdemeanors. The best part of her desk is that she already has files made with the Waiver of Formal Arraignment already tucked neatly inside. She never has to be asked to get her work done-she stays on top of it. When Bill approaches us with a new idea, Candace always shows enthusiasm for change, but also helps look at negative aspects of a potential problem. This most recently occurred with the installment payment program. She felt very strongly that only one person needed to keep up with the payments and paperwork to avoid confusion and mistakes. This was ultimately Bills decision, but he did agree. Candace and I both want this program to succeed for us as well as the defendants it is designed to help.

One of the best qualities about Candace is her brutal honesty. I mentioned before about her catching my mistakes, but it helps because I learn from them. She always has a positive attitude. When I am feeling most defeated about a mistake that I have made (personal and business) she is always there to pick me up. Candace is a woman of her word and always takes

responsibilities for her actions, it's hard to believe, but she makes mistakes too. I don't want to dwell on the mistakes she made and how she took responsibility and fixes them, but she does a great job and maintains a poker face-so that if she is upset, she seems tough as nails. We could all use a lesson in responsibility from Candace☺

Change is so hard for people to accept, but not Candace. Candace sees how change helps places to grow and work more efficiently. Whether it is Customer Service, Drive While you Pay, Staff Meetings, CAAT—Candace goes in with a whole heart and absorbs as much as she can to better inform others. Candace's innovation inspires me.

Without Candace, I could not function in this office. She is always offering to help me. She enters tickets, sends dispositions to the state, helps me with arrest reports, etc. Twice I have had to leave work due to Harper being injured/sick, and Candace has done my deposit and closed down my work station for me. When I had jury duty for a WHOLE week, Candace did all of my work while I was gone...no one else would have done that.

I know you all will get lots of great applications on our awesome co-workers, but please consider Candace. I know she would really appreciate the recognition!! Thank you!