

DATE: October 11, 2013

SPIRIT Nomination

Employee's Name: Leslie Acerra, Administrative Assistant – Public Services

Nominator's Name: Bo Mills

Leslie has been a City employee since August of 2008 and with Public Services since July 2012.

Service Excellence: Leslie is such a hard worker. She is diligent to her work station, her assignments and to the Public Services team. She prepares required reports, answers customer service request, and coordinates all department submittals, meetings and functions. She takes care of things immediately when she learns of an issue or a need. When a citizen has a need she listens, understands and acts. In her year with Public Services she has streamlined several of our work reporting processes making it easier to meet deadlines.

Producing “A+” Results: When the phone rings she is courteous, helpful and immediately responsive. The citizens appreciate her proactive approach. She works well with other divisions and is respected as a great contributor as noted by her being ask to serve as an officer on the Play Like A Champion leadership team.

Initiative: Leslie really excels in this category. She will get the job done! Quite often she gives up lunch and stays late to meet needs. Hardly ever is she away from her work on leave. She feels responsible for her position and takes her work seriously. She likes what she does.

Responsible: When key staff people are away or out for extended periods of time, she sees that information reaches a person that can move the request forward. She truly looks to provide the service requested rather than looking for ways to not provide the service. She is always helpful to customers even if it is not a Public Services function. I recently observed her on the phone for 40 minutes with an elderly couple working through their trash billing and collection problems. She would not quit working with them until they were completely in understanding. A water customer came in to the office with a very difficult situation in her personal life and needed assistance understanding her billing. Leslie worked with her for a good 20 minutes then told the lady if she had any other questions to contact her direct.

Innovative: Leslie has worked to streamline many of our reporting functions, work processing functions and employee notifications. Because of her work we are a better organized department.

Teamwork: Leslie is part of every team we have in Public Services. Her expertise with technology and her ability to organize in an effective manner makes her a sought out person for many task. She was a member of the 2012 Play Like A Champion class and because of her interest was ask to serve on the PLAC 2013 leadership team. She is on several cross functional teams.

In Summary: Leslie epitomizes all of the core competencies expected of a City employee. She is responsive to internal and external customers, she hardly ever misses work, she is supportive of the entire Division and she represents Public Services and the City of Germantown in a consistently positive way each and every day. The Germantown Vision 2020 document has as the City's Values the following statement: "...the City should operate with a culture of action and accountability guided by performance standards." This defines Leslie's work – action, accountability, performance!

Respectfully submitted: Bo Mills, Director of Public Services