

Spirit Award Nomination

Date- 10-8-14

Employee – Liz Mulroy

Department – GPAC

Nominators: Emily Hefley

Service Excellence

Liz Mulroy is the Venue Director at GPAC. She is responsible for the year round rentals of our facility to individuals, community groups, schools and other companies. She interacts with customers on a daily basis and is excellent at interpreting the customer's vision for their event. She is also responsible in leading the GPAC Facility team for all the GPAC presentations. She helps to coordinate all the production details and scheduling for our performances. Liz is the nicest person you will EVER meet! She is incredibly friendly and patient when dealing with our customers and makes each one feel like their event is the number one priority for GPAC. She will go out of her way to make sure that all of our customer's needs and expectations are met. From making sure that a private party goes off without a hitch to providing the necessary support for the success of a high school band concert to the ensuring a business meeting to area realtors keeps them on time and on schedule, Liz provides excellence, every day.

Producing A Results

Liz always produces A results. She is largely responsible for GPAC meeting or surpassing rental revenue goals, thus helping the GPAC Foundation reach financial goals from year to year. She is solely responsible for the GPAC Calendar which is a very detailed schedule of all the events at GPAC. It is not an easy task to manage. GPAC has numerous events going on in different spaces on most days. Liz is very successful in making sure that spaces are scheduled appropriately fitting in all of the GPAC foundation programming as well as all the community events.

Initiative

Liz does a great job at initiating projects that will make her duties, or her colleague's duties, more efficient. For example, Liz took the initiative of creating an excel spreadsheet that details the status of artists' contracts, along with the requirements to fulfill each contract. This document has proven to be invaluable for analysis for the Executive Director, the Marketing Manager, and the Director of Development.

Responsible

Liz is one the most dependable individuals on the GPAC staff. One can depend on her word, as Liz does what she says she is going to do. Her presence is a source of stability for everyone at GPAC. If we don't have someone to come and lock up the building for an event at midnight, Liz will drive up to GPAC and close the building herself. She also remains "on call" on many weekends in case there are any issues with performances.

Innovative

Liz has recently developed an online calendar system that will allow GPAC staff to know what is going on at all times in the building. In the past we had to wait for updates to a paper calendar at each weekly staff meeting. This will help our operations run even smoother this season.

Teamwork

You can count on Liz always being there for the team. If you need an extra hand setting up for a reception, a person to do an artist pick up at the airport or someone to help manage summer camp registration, Liz will also step up to the plate. She is also a problem solver—any problem she can help resolve or find someone to fix it.

Liz will always have your back! She is honest, trustworthy, and respects the GPAC team as well as the City of Germantown. Liz is a great advocate for the arts, GPAC, and the City. Liz is also the “Historian” of GPAC. We can always go to her with questions regarding past events. She knows the ins and the outs of everything that goes on here at GPAC.

On a personal note, Liz has been extremely helpful to me all these years especially when I was on maternity leave this past summer. She helped to make sure all my Summer Camps were set up correctly and maintained communication with me via email.

Liz Mulroy represents the best of the City of Germantown. Her commitment and dedication to the City and to GPAC is unparalleled. She embodies Excellence. Every Day, in customer service delivery, producing results for the GPAC and the City, teamwork, and her creative ideas that have led to innovation and cost savings. Liz is a wonderful asset to the City of Germantown and I urge you to give serious consideration to her receiving the Spirit Award.