

City of Germantown  
SPIRIT Nomination Form

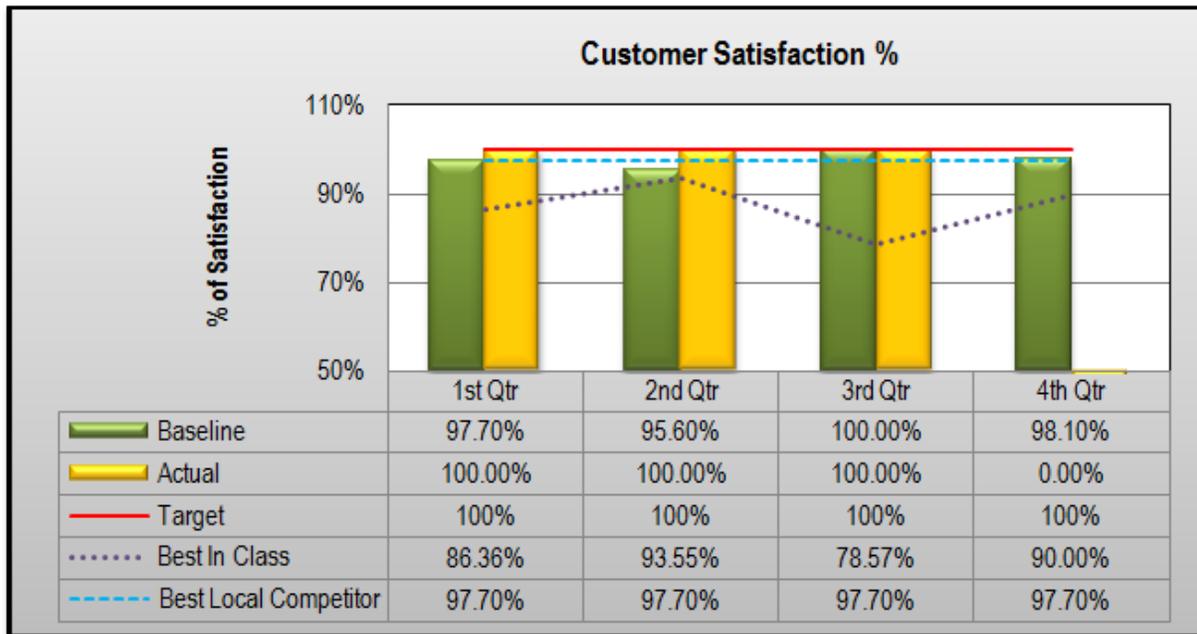
Employee: Catherine Williams  
Nominator: Diane Capkovic

Dept: Finance  
Dept: Finance

Other than their real estate agent, Catherine Williams is the first employee new citizens interact with when setting up new water/sewer/sanitation services. And she represents all of us epitomizing the City's core values.

She has especially demonstrated her customer service skills over the past several months as delinquent water bill notification & water cut-off procedures have changed. In the past, residents could be up to three months delinquent in paying their bills. After a phase in period, the resident gets a delinquent bill/cut-off notice through the mail. We actually had citizens who would wait for their blue card to pay so there was a lot of retraining that Catherine had to do to get these people to get caught up. They would come in angry that the City would actually cut-off their water after being only one month late. She was respectful of their various financial situations but firm in requiring compliance. She didn't lose her cool as I most likely would have.

I am copying the most current performance measure that graphically displays my paragraph above.



**Now for Our Core Values:**

Service Excellence & Produce A+ Results: note **100% Actual** in table above.

Initiative: Catherine requested & received additional training for setting up new water customers in Sungard once Kathy Cross relocated from City Hall to Public Works.

Responsible: Lots & lots of money (cash/checks/credit card transactions) goes through her hands and the City doesn't have one worry about the funds not getting to where they need to be. The City received a counterfeit \$100 bill not too long ago and Catherine identified it and passed it on to our detectives without sending it to the bank.

Another interesting story: the City has pretty & expensive "City Services Guides" that go in new water customer packets. Catherine was explaining what she does during PLAC in Finance day and one of the participants asked for one of these guide books and Catherine said politely yet firmly "no I can't do that, they're for new residents" and she directed the individual to have their director order some for their department.

Innovative: Catherine was right on top of working with management to establish a procedure to accept department bank deposits once the police announced that they would no longer collect bank deposits from City departments.

Teamwork: Catherine has worked with Kristi in putting new water customer packets together that satisfy both Administration and Finance needs.

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Employee: Catherine Williams                      Dept: Finance

Nominator: Kim Harrison                              Dept: Finance

Catherine is a very professional lady and works to help all citizens and internal co-workers.

**Service Excellence** Identifying and satisfying the citizens' needs and evaluating their level of satisfaction. Listening to and caring about citizens, their needs and feelings. Respecting others and being courteous and friendly

When a current resident approaches her with a personal dilemma about paying their utility bill or has their water cut off for non-payment, she goes out of her way to help them, by approval of the Utility Billing Clerk or our Account Supervisor, Linda Rathje.

## Producing A+ Results

Exceeding citizens' expectations. Helping citizens to understand the value of their tax dollars. Either receipting utility or tax payments, assisting residents the best she can, if they are short and can pay later, she does so with approval. Most of the citizens are grateful for any assistance she can offer.

## Initiative

Proactively doing your job, Anticipating and preventing potential problems, Creating and implementing new solutions, tackling problems "head on". Going the "extra mile" without being told to do so. She is always thinking ahead of the game to do her job better, more efficiently without problems. Trying her best to make her job easier, quicker and better. Always tackling problems head on whether it is working with residents to pay their bills when the water has been cut off. That is also for going the extra mile helping residents especially if they are mentally or physically handicapped.

## Responsibility

Taking responsibility for the actions, being accountable for the results. Being honest and straightforward To balance the drawers, responsible for all monies, and accounts. She is very meticulous. She's an asset to the Finance Department and City of Germantown. She maintains her professionalism with a smile, while balancing all of her duties at the Customer Service Desk.

**Innovation** Accepting change, Using new ideas or approaches, evaluating the outcomes.

She accepts change with just "okay, that's the way it has to be."

**Teamwork** We all strive to do our best at helping each other as much as possible.

Whether if we are out of balance, get frustrated and need another set of eyes to view the paperwork. She assists the best she can while keeping her demeanor in check.