



**City of Coral Gables
CITY COMMISSION MEETING
March 26, 2019**

ITEM TITLE:

Congratulations to Sharon Swikehardt, recipients of the City of Coral Gables “Communications Operator of the Quarter” award, for the fourth quarter 2018.

BRIEF HISTORY:

I would like to nominate Sharon Swikehardt for the Operator of the 4th Quarter Award. She has been a dedicated employee since June 1989. Her 29 years of experience have been mostly in a supervisory role. Sharon has been a supervisor for more than 20 years. She is diligent and organized. Sharon always puts forth the maximum effort to make her shift operate smoothly.

Sharon has always displayed a professional, yet amiable demeanor. When junior operators work overtime on her shift, she goes above and beyond to explain different ways calls can be improved. She gives them encouragement and ideas on what resources can be used to enhance the outcome of the call. She does this with ease and it comes across as considerate and nurturing and not overbearing.

Sharon is a hardworking and loyal employee. She is so selfless that on many occasions, when there has been an operator shortage in the morning/dayshift hours, she has volunteered to hold herself over in order to not have to hold another operator over. There are not many people that would do this, but Sharon is one of the special ones and I for one feel very lucky to have her as my supervisor. Sharon even stays up in the morning to try to cover overtime slots on her shift. She prides herself on making sure her shift runs smoothly.

Although Sharon is in the last year of her drop, she continues to be an extremely dedicated employee, who hasn't changed her high standards and work ethic. On any given night, if there is a question that needs answering, Sharon does not hesitate to assist the operator. If the telephones get busy, Sharon jumps right in and assists with the phones, car to car, and intercity. She never complains and always goes above and beyond to provide the best service and solution to callers that have challenging situations. She is constantly praising our shift for working as a team and doing a good job. Sharon, takes the time to write up commendations for operators, and keeps the overall morale very high.

Sharon is truly deserving of this Employee Excellence Award because she has been a dedicated and exemplary employee for 29 years. She has remained true to herself throughout her career and treats everyone with respect, regardless of how new the employee is. Sharon is unbiased and never takes revenge on anyone who may disagree with her or the department's policies and procedures. She is a true leader and is a pleasure to work with. Many on her shift are not looking forward to losing her when she retires in 2019. This nomination is long overdue.

ATTACHMENT(S):

1. **Nomination memo**