

**CITY OF CORAL GABLES**

**- MEMORANDUM -**

**TO: MAJOR BRIAN LAWRENCE**  
**ASC CHAIRPERSON**

**DATE:** MARCH 6, 2018

**FROM:** LT. STEVEN ELLINPORT  
TECHNICAL SERVICES DIVISION

*not  
3-6-18*

**SUBJECT:**  
2017 OPERATOR OF THE YEAR  
AWARD

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This memorandum is to notify you of the recommended recipient for the Operator of the Year Award.

Sgt. DeJong, Supervisor M. Vazquez, Training Supervisor Cardoso, and Supervisor V. Gonzalez discussed the candidates for Operator of the Year.

Memorandums were due by February 26, 2018.

They read through the memorandums they received and then voted on the recipient of the award.

They selected Communication Operator Sureya Serret as the Operator of the Year for 2017.

**REVIEWED BY:**

**DATE**

*Brian Lawrence 6820*

Brian Lawrence, Major  
ASC Chairperson

*03/07/18*

SE/se  
Attachments

# CITY OF CORAL GABLES

## - MEMORANDUM -

**TO:** ASSISTANT CHIEF MICHAEL MILLER  
AWARD SELECTION COMMITTEE

**DATE:** April 13, 2017

**FROM:** MONICA MORENO *mum*  
COMMUNICATIONS SUPERVISOR

**SUBJECT:**  
OPERATOR OF THE FIRST  
QUARTER

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I am nominating Communications Operator Sureya Serret for Operator of the First Quarter. I have supervised Sureya for a large portion of the last nine years and have seen her grow in various areas within the communications center. Sureya gets along with others and often demonstrates gestures of appreciation showing others how much she cares about them. She is kind, caring and possesses a positive work attitude. Sureya works every position in communications with confidence and ease. She has been a Communications Training Operator for eight years and has been committed to our training program.

Sureya has nearly thirteen years of experience as a 9-1-1 operator and dispatcher. She handles each position with the maximum level of skill, professionalism and accuracy. When handling the most extreme of situations Sureya maintains order and handles the positions in an expeditious manner. Her skill is most noticeable when she works both fire and police dispatch. At all times, she knows where all her units are and ensures their requests and needs are met.

I have supervised Sureya for a large portion of her time as a trainer. This area is one that I have particularly seen her grow the most in. Sureya handles her duty as a CTO in a professional and efficient manner. She contributes the knowledge and experience she has gained as part of her curriculum. Sureya provides trainees the tools necessary for a successful journey while they are assigned to her.

The division had a goal to train firefighters to work fire dispatch, which would help alleviate personnel shortages in the communications center. Operator Sureya Serret willingly accepted this task and successfully trained four firefighters. These firefighters are now part of our Auxiliary Fire Dispatchers for shortages in communications and often accept shifts when no one else does. Their participation helps to not have to force operators to hold over and their dedication is appreciated by other operators.

Operator Sureya Serret has been dedicated and loyal to our training program. She often accepts challenges in training new recruits. Sureya is one of a few of trainers willing to modify her schedule to assist the needs of the training program. She helped the division to attain their goal which created a new evolution of fire dispatchers. Although, there are many moments of extreme stress and high call volumes she remains committed to our program.

CITY OF CORAL GABLES

- MEMORANDUM -

TO: LIEUTENANT ELLINPORT  
TECHNICAL SERVICES DIVISION

DATE: JULY 7, 2017

FROM: SHARON SWIKEHARDT  
COMMUNICATIONS SUPERVISOR

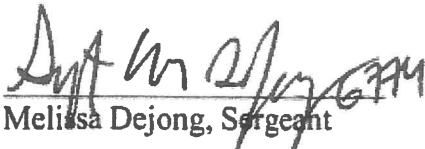
SUBJECT: OPERATOR OF THE 2<sup>ND</sup>  
QUARTER AWARD -  
OPERATOR SUREYA SERRET



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I would like to nominate Operator Sureya Serret for the Operator of the Quarter Award. I believe she deserves this award because she has gone above and beyond, not only when working as an operator, but also during the time she has been training new employees. Operator Serret is an excellent example of a committed and professional worker. She has been extremely dedicated to the training program and the trainees within. For a long while, she has trained a number of new communications employees back-to-back; without much of a break. She receives and even volunteers for assignments that others would not volunteer for. Operator Serret does not complain; she only shows professionalism and dedication towards accomplishing the training goal. During this quarter, Operator Serret has primarily trained in the police and fire dispatch positions. For months at a time, Operator Serret even adjusted her daily schedule just to ensure the new employee would be able to train during busier hours. She is known to cancel her leave just to ensure the trainee would have consistent training with the least amount of delays as possible. Her dedication and concern towards the trainee's progress is to be commended.

Aside from training, operator Serret is an efficient and expeditious Operator. She is very knowledgeable of each position and takes pride in every task she completes. Her work is accurate, organized and carried out with the utmost professionalism. Operator Serret gives 100% towards work. Each year she volunteers to assist during special events and she also volunteers to assist during National Telecommunications Week. No matter what the task is, Operator Serret jumps in wholeheartedly and gives all her attention towards accomplishing the goal. She is a motivated and inspiring worker. For these reasons, I feel Operator Serret is well-deserving of this award. She has a lot to be proud of as well as the department. Your consideration for this nomination is greatly appreciated.

  
Melissa Dejong, Sergeant

Date Reviewed

7/20/17