

**CITY OF CORAL GABLES**

**- MEMORANDUM -**

**TO:** MAJOR JESSE MEDINA  
AWARD SELECTION COMMITTEE

**DATE:** AUGUST 31, 2020

**FROM:** MONICA MORENO  
COMMUNICATIONS SUPERVISOR

**SUBJECT:** OPERATOR OF THE 3<sup>RD</sup> QUARTER

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I am nominating Operator Jessica Moss for Operator of the 3<sup>rd</sup> Quarter. I feel that she is deserving of this award for the duties and responsibilities she has handled as an acting supervisor. I was out for a few weeks after feeling ill and awaiting COVID results. This process was long and Operator Jessica Moss was the acting supervisor for a majority of the time. She also is the acting supervisor on the weekends; which are my days off. I appreciate and value the efforts by Operator Jessica Moss. She is meticulous and detailed with the way she handles the tasks of the shift supervisor.

The Day Shift is composed of several Communications Training Operators (CTO), Operator Trainee's, and a few Communications Operators. It has been our number one goal to make training a priority. It is the responsibility of the shift supervisor to cover leave when the Communications Training Operators take off. Operator Jessica Moss does her best to cover the CTO's leave. In addition, she proofreads the Daily Observation Reports and signs off on them. Operator Jessica Moss has also kept order of the copies for each operator trainee and emailed copies to me, so that I can complete the Supervisor Weekly Reports from home.

Additionally, Operator Jessica Moss maintains other shift supervisor tasks. She covers last minute overtime, enters employees calling out sick in POSS, the communications leave book in the TSD drive and "Police Sick Leave Log." Operator Jessica Moss completes the daily payroll/roster and emails them to PDPayroll. She ensures operators/dispatchers are handling incoming Calls for Service appropriately. Operator Jessica Moss also proofreads Teletype Record entries and Supplements done by the Teletype Operator. She reports issues technical issues to IT and to Supervisor G. Vazquez.


The tasks and duties associated with the shift supervisor can be cumbersome. Operator Jessica Moss does an excellent job in handling the shift supervisor position. I am grateful for her efforts and her diligence in maintaining the shift. For these reasons, I feel that she is deserving of Operator of the 3<sup>rd</sup> Quarter.

Copies to:

Personnel Files

**REVIEWED BY:**

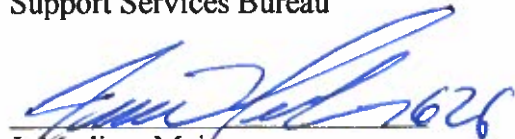
**DATE**

  
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M. Cardoso, Comm. Manager  
Technical Services Division

  
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8/21/20

  
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R. Pedroso, A/Asst. Chief  
Support Services Bureau

  
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09/02/2020

  
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J. Medina, Major  
Award Selection Committee

  
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9-4-20