



**City of Coral Gables
COMMISSION MEETING
March 23, 2010**

ITEM TITLE:

Congratulations to Migdalia Mejia, Finance Department, recipient of the City of Coral Gables Employee of the Month Award, for the month of April 2010.

BRIEF HISTORY:

The nomination was submitted by Rosalie Ola Ola and Carmen Martinez, Finance Department, which provided the following:

“Migdalia ‘Maggie’ exhibited exceptional hard work, patience and dedication in handling the new revenue source of the City which is Fire Protection Assessment Fees. This revenue collection process involves answering customer calls inquiring on the nature of the new bills, complaints about the new fees, recording of collections both mailed and walk-ins. There are about 22,000 bills/customers to process and the work sometimes is stressful due to the fact that customers are complaining and mad. Maggie handles the calls with courtesy and respect. She dedicated time to be updated in the recording of receipts and customer calls. As of January 15, 2010, the collection ratio of this revenue compared to the budget is at 98%. With her performance, we recommend her to be employee of the month.”

ATTACHMENT(S):

Employee of the Month Notification Letter