



City of Coral Gables
CITY COMMISSION MEETING
June 13, 2017

ITEM TITLE:

Congratulations to Ernesto Bermudez who holds the title Plans Coordinator Assistant, recipient of the "Employee of the Month Award," for the month of June, 2017.

BRIEF HISTORY:

The nomination was submitted by Charles Wu who stated the following:

“Ernie handles the front desk permit intake of the Building Division with poise and professionalism. He is recognized by his co-workers as hardworking, pleasant, and conscientious. By his supervisor, he is recognized as always punctual, incredibly reliable, and a super team player. He follows through to the end whether is to track down a permit, leading the customer to historical records, or to simply fill out the necessary permit application. Ernie brings a level of confidence, assurance and a winsome smile to customers who might otherwise be intimidated by the permitting process. He also fills in for the Mobile Permit Program when Dayron and Jorge are not available.

Late last year, the City instituted a policy to close out the open permits. An open permit will not allow a contractor to initiate a new permit. That has created a lot of anxiety and rush to close out longstanding open permits. Ernie has handled these numerous permits with patience and diligence assuring property owners and contractors that he will assist them along the way. As a result, he has received a number of commendations for his work.

Ernie started with the department as a part-time Plans Coordinator Assistant in 2002, and quickly learned the complexity of our permitting and inspection process, thus already playing a critical role in the Building Division. When a full-time position opened up in 2014, it was without a doubt he was the best candidate for the job as he had demonstrated the deep knowledge learned as a part-time and the excellent customer service attitude that exemplifies the City of Coral Gables.

We have high hopes for Ernie, and encourage him to continue his studies, in Project Management. Customers have sent recognition emails expressing he has “outstanding customer service” and he is a “true professional”. The future is bright for this young professional, and it is with great honor that I join my co-worker to nominate Mr. Ernesto Bermudez as Employee of the Month.”

ATTACHMENT(S):

- 1. Employee of the Month Notification Letter**