



City of Coral Gables
CITY COMMISSION MEETING
March 15, 2016

ITEM TITLE:

Congratulations to Monica Cardoso who holds the title of Communication Supervisor, recipient of the "Employee of the Month Award," for the month of March, 2016.

BRIEF HISTORY:

The nomination was submitted by Sharon Swikehardt, from the Police Communications Division, which provided the following:

"I would like to nominate Training Supervisor Monica Cardoso for the Employee of the Month Award. Training Supervisor Monica Cardoso is an excellent candidate for the Employee of the Month Award. She is a motivated and innovative Supervisor who continuously strives to improve our current Communications Training Program. In October 2014, Supervisor Cardoso was assigned to the position of Communications Training Supervisor within the Coral Gables Police Communications Center. From the moment she started, she showed determination, focus and attention towards making sure that the training records were updated and accurate. She has used excellent judgment in decision making and getting things "rolling" with her current position.

Supervisor Cardoso has an immense amount of responsibilities and amongst them is overseeing the communications training program, the communications training operators and the communications trainees. She is also the main Terminal Agency Coordinator (TAC). This means that she is responsible for keeping up with policies and procedures and information that would be directly related to the operation of the teletype position and all of the systems maintained within. The teletype position is where officers or other authorized personnel query subjects, driver's licenses, license tags and more. Another system she is a liaison to is the DAVID System; a highly integral system containing information from the Department of Highway Safety and Motor Vehicles. She also plays an important role in attending meetings with other departments within the city, other agencies such as the Florida Department of Law Enforcement (FDLE) and several more. She recently dealt with Accreditation. During this period she ensured that records were accounted for, were accurate and in compliance.

One of the endeavors that she is working on is a constant "work-in-progress". It entails updating the training manuals for each of the individual communications positions; call taker, police dispatch, fire dispatch and teletype. Standard Operating Procedures pertaining to the Communications Center are also reviewed and updated when necessary. All of these tasks require excellent communications skills, the ability to be innovative, have an "open mind" to changes and to take the initiative to get things done. Supervisor Cardoso suits this description and has been continuously working hard to make improvements since she started.

Taking on the assignment of the Communications Training Supervisor involves many different "hats". She has done an excellent job in trying to keep up with all of her responsibilities including the fast pace of technological changes, training requirements and all of the day-to-day demands. She encourages and enables others to use their work skills and strengths to help improve the communications training program. She solicits for input and shows her willingness to listen" and help carry out many of their excellent suggestions. She is a great asset to our Communications Training Program and well-deserving of this award.

Thank you for your consideration towards this nomination.”

ATTACHMENT(S):

1. Employee of the Month Notification Letter