



City of Coral Gables
CITY COMMISSION MEETING
March 9, 2021

ITEM TITLE:

Congratulations to Yanessa Rodriguez who holds the title of Youth Center Assistant Supervisor, recipient of the "Employee of the Month Award," for the month of March 2021.

BRIEF HISTORY:

The nomination was submitted by Carlos Pichardo, Youth Center Supervisor, who stated the following:

"I would like to nominate Yanessa Rodriguez, YC Assistant Supervisor, for employee of the month, she has been a true team player throughout these unprecedented times, going above and beyond to make sure our community transitions seamlessly to the new normal.

With our facility being closed she has had to implement new registration policies and procedures to ensure the safety of our patrons and staff. Not only does she help anyone who is having trouble accessing on-line registration for the YC programs, but she also is the first one to respond to any emails regarding any other division if she can help. An example of that was the day of the holiday tree lighting. She took command of all on-line queries about account creation and ticket sales, making sure she could provide the best customer service possible and make the event successful. She continues to provide this level of service day in and day out for all City of Coral Gables Community Recreation and YC patrons. Yanessa takes on these tasks, on her own, aside from her regular job duties as the YC Assistant Supervisor. She should be recognized for her initiative and strong work ethic."

ATTACHMENT(S):

1. Employee of the Month Notification Letter