



City of Coral Gables
CITY COMMISSION MEETING
November 15, 2016

ITEM TITLE:

Congratulations to Cindy Ducuara who holds the title of Compensation Benefits Specialist, recipient of the "Employee of the Month Award", for the month of November, 2016.

BRIEF HISTORY:

The nomination was submitted by Kenneth Ingersoll, Compensations Manager, which provided the following:

“I would like to nominate Cindy Ducuara, Compensation and Benefits Specialist of the Human Resources Department for Employee of the Month for November 2016

Cindy started working in the Human Resources Department in December of 2013 as a Compensation and Benefits Specialist. Since then she has time and again displayed the qualities of dedication and passion for her duties. Her role is extremely important to all employees Citywide as she is strategically important to ensuring that the benefits, deductions and availability of coverage always remain reliable and accurate.

The City recently changed health care coverage to a new provider Florida Blue. As is the case with any change in carrier, there are always issues with the transfer. Cindy took it upon herself to ensure that each and every employee citywide had coverage. There was a case where an employee did not have coverage going into a holiday weekend. Cindy took it upon herself to stay and ensure that the employee and their family were not left without coverage- working with the carrier to provide them with the assurance they needed. As it turned out- the employee was in need of emergency care that very weekend. Due to the dedication and diligence of Ms. Ducuara- a very stressful situation for the employee was avoided and they were able to use the coverage that very weekend.

In addition- she cares for other wide ranges of benefits including Dental and life insurance. She has worked tirelessly with our Life insurance carrier, catching mistakes in calculations and bills to the City and employees. Her meticulous review and comprehensive understanding of the benefits provided to City employees provides invaluable quality control of the City's benefits vendors.

Cindy's initiative and willingness to go the extra mile has recently helped spare employees out of pocket expenses. It is because of her professionalism and dedication to her craft that our valued employees have been able to be served. The Human Resources Department is able to function at a high level each and every day because of Cindy.

It is for this reason that I enthusiastically nominate Cindy Ducuara as Employee of the Month for November 2016.”

ATTACHMENT(S):

1. Employee of the Month Notification Letter