

CITY OF CORAL GABLES

- MEMORANDUM -

TO: MAJOR RAUL PEDROSO
TECHNICAL SERVICES DIVISION

DATE: FEBRUARY 25, 2010

FROM: SHARON SWIKEHARDT
COMMUNICATIONS SUPERVISOR

SUBJECT:
COMMUNICATIONS
OPERATOR OF THE YEAR
(2009) NOMINATION -
OPERATOR LISA PLASENCIA

I would like to nominate Operator Lisa Plasencia for the Operator of the Year Award (2009). Operator Plasencia has had a career filled with excellence. Her overall continuous great job performance is something to be celebrated. She has lead by good example for as long as I have known her. I believe she exemplifies an excellent Communications Operator and has been consistent in doing so for her entire career.

Operator Plasencia has not had any discipline issues and simply comes to work to handle her daily duties with enthusiasm and pride. I am impressed with the amount of years (over 20 years) that she has been able to maintain her seemingly flawless record and performance. I have had the pleasure of working with her on the Relief Shift and during this time, I have been reminded how meticulous she is when handling her calls for service; especially the medical calls. She has a calm demeanor that allows her to handle stressful situations with ease. She carries out her tasks with accuracy, speed, and thoroughness.

Over the years, I have nominated many Operators for awards. Each person has their own strengths and weaknesses to consider. I truly find it amazing that Operator Plasencia has maintained her poise and professionalism without incident. Operator Plasencia is a predictable employee. She comes to work and remains professional throughout the day. She is known for her modest and quiet nature; however, she has no problem in expressing her opinions or ideas when deemed necessary. She is able to get her message across professionally and effectively. She has always been true to herself and others around her.

Throughout her career, I have never known Operator Plasencia to have any disciplinary issues, negative attitude problems, and she does not need prompting to complete her daily tasks.

She is a very "low maintenance employee" who seems to be a genuine person with good intentions on a daily basis. In my opinion, she exemplifies what a

professional Communications Operator should perform like. She is never in need of being the center of attention or the cause of someone's negative experience at work. I believe that she stands out for her overall performance, behavior, and good intentions.

She has been consistent in handling her duties with excellence and professionalism. It is obvious that her experience helps her stand out from many of the other Operators. If you ask any of her co-workers, they will tell you that Operator Plasencia is a magnet for receiving emergency calls at work. It doesn't matter where she is assigned, she "will" get the big call! This adds to her excellent leadership and performance skills. What may make another Operator uneasy simply makes her *take quick action with ease and confidence*. She remains focused on the job at hand and provides excellent service to the citizens, firefighters, and officers.

Every year during National Telecommunications Week, you can count on the fact that Operator Plasencia will be voted for some type of Excellence Award by her peers. Her interaction with her co-workers alone should be commended. Operator Plasencia also performs as the Acting Supervisor on occasion. She can be relied upon to supervise well and give proper direction to her shift personnel during any type of work event.

During this year, Operator Plasencia received at least two awards:

- Employee Excellence Award
- Operator of the Quarter Award (4th Quarter 2009).

I have absolutely no reservations in forwarding this nomination. She has consistently shown that she is the "ideal Communications Operator". I am confident that *should* Operator Plasencia become the recipient of this award, she will carry it with honor and appreciation. Her demeanor will remain the same as always; confident, considerate, and professional.



Michael Frevola - Lieutenant
Technical Services Division



Raul Pedroso - Major
Technical Services Division

3/4/2010

C: File