

## **CITY OF CORAL GABLES**

### **- MEMORANDUM -**

**TO:** AWARDS SELECTION COMMITTEE      **DATE:** JANUARY 6, 2014

**FROM:** SHARON SWIKEHARDT  
COMMUNICATIONS SUPERVISOR      **SUBJECT:**  
OPERATOR OF THE QUARTER  
AWARD (4<sup>TH</sup> QUARTER) -  
OPERATOR SOFIA BROJA

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I would like to nominate Communications Operator Sofia Broja for the Operator of the Quarter Award (4<sup>th</sup> Quarter). She is well-deserving of this award as she has been consistent in performing with excellence while working in the Communications Center. It is a pleasure working with her because she can be relied upon to give 100% towards any task she may be given. In April 2013, Operator Broja was awarded an Employee Excellence Award for her ability to handle her duties with accuracy, speed and confidence. Prior to this award and following this award, I have had the pleasure of working with her. What I have observed is an employee who takes her job very seriously. She shows great concern towards officer and firefighter safety, as well as providing the upmost assistance to the citizen callers. When working in the police dispatch position, she is one of the most expeditious operators in Communications. She is a "no nonsense" worker who is primarily here to provide help to those in need. She is quick to answer radio requests, and quick to get off the radio. She understands the importance of keeping the radio (air) free of lengthy transmissions. Her work experience and job knowledge is evident when she receives emergency calls or events. She does not hesitate to act and she is confident in these situations. She looks forward to being able to assist during emergencies. Whether you are a citizen caller, a police officer, a firefighter, or a co-worker, Operator Broja will do her best to assist you in any way possible. When working in teletype, she is meticulous and organized. She pays attention to detailed information and provides accurate status responses to the Officers. While working as a call taker, she is the first person to answer the phone. She shows great concern in obtaining the chief complaint from callers so she may send help without delay. She is quick in assessing situations and providing excellent service. It was no surprise when it was announced for November 2013 Awards, that Operator Broja was amongst the personnel that had received a Life Saving Award reference Coral Gables Police case 13-8396; a female in cardiac arrest. Operator Broja also volunteers to work as an Acting Supervisor. When handling supervisory duties,

she has shown that she is dependable, responsible and thorough. Her assistance is greatly appreciated no matter which position she is working. Operator Broja has been consistent in showing professionalism and loyalty towards her work responsibilities. I feel that she has earned this award and will continue to give 100% when working.

Thank you for any consideration towards this award nomination.

**Date Reviewed**

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Javier Bruzos, Sergeant  
Technical Services Division

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Michael H. Frevola, Lieutenant  
Technical Services Division

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Scott Masington, Major  
Technical Services Division

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Terri Silverio-Molina, Major  
Award Selection Committee Chairperson

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