



City of Coral Gables
CITY COMMISSION MEETING
November 10, 2015

ITEM TITLE:

Congratulations to Antonio Silio who holds the title Ombudsman for Residents & Small Businesses, recipient of the "Employee of the Month Award," for the month of November 2015.

BRIEF HISTORY:

The nomination was submitted by Jeanmarie Gonzalez who stated the following:

"Tony provides a high level of customer service and support to anyone seeking his help. With over 28 years of experience in the Building Department, he is our "go to" man. His focus is troubleshooting permit issues in the construction and public works areas. Tony goes the extra mile to find the answers. If there is a question or concern about any process in any city department, Tony Silio is the man to go to.

His experience gives him the ability to provide customer support to residents and small business owners. He always takes their calls and answers all their questions courteously and professionally. Occasionally, he does not know the answer but will get the right department on the phone, explain the problem and ensure the party can assist the caller, before transferring the call. The questions he receives vary from one caller to another. He does whatever it takes to get an answer and ensure the person is completely satisfied.

Residents, contractors, developers, architects, engineers and business owners stop in to speak with Tony, most without an appointment. Tony does not get ruffled but invites them to his area and spends as much time as necessary to assist with their concerns. I have seen him walk the person to 427 or bring them upstairs to the permitting department. He ensures they are satisfied with the outcome before they leave the building. This is what Tony does best.

With over 28 years of experience in the Building Department, he is an encyclopedia of information dealing with permitting needs, building permit applications; building codes, special requirements and so much more.

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ATTACHMENT(S):

1. Employee of the Month Notification Letter