



**City of Coral Gables**  
**CITY COMMISSION MEETING**  
August 29, 2017

**ITEM TITLE:**

Congratulations to Ivonne Cutie who holds the title Code Enforcement Assistant, recipient of the "Employee of the Month Award," for the month of August, 2017.

**BRIEF HISTORY:**

The nomination was submitted by Charles Wu who stated the following:

"Ivonne is one of the faces the public sees or calls first when dealing with Code Enforcement. Since she was hired full time in 2013, she has amassed a wealth of information that comes in handy when greeting the public. Most of the time, residents come into Code Enforcement with a warning or citation of a code infraction. They are not necessarily in the best frame of mind under these circumstances. However, Ivonne is patient when listening to the customer; she gets the facts of the case with the code officer and supervisor and then offers assistance or direction as to how to correct the violation. Her assurances but firm counsel put the customer at ease to find a path to eventual compliance. She is a calming force at Code Enforcement.

She also serves as the board secretary for the Code Enforcement Board, Special Master and Red Light Camera. This involves putting the agenda together, arranging the necessary court reporter, managing the meeting rooms, confirming the board members and city prosecutors, etc. While these are routine meetings, there are lots of moving parts and necessary public notice requirements she has to juggle each time. She does it with ease and grace.

Ivonne is also the nerve center of Code Enforcement when calls come in. She frequently has to reach out to specific code officers, supervisor or director when the emergency dictates. Where necessary, she directs to the appropriate department when the situation requires.

One thing everybody agrees is that Ivonne always smiles throughout the day. Her smiles are contagious and reassuring, which helps around the office when stress levels can be high and emotions run raw with customers due to their code violations. Her winsome smiles go a long way to disarm tension and hostility. She is the sunshine of the division.

Ivonne plays a quiet but critical role in Code Enforcement by being the hub of the wheel that turns frequently. Essentially without the hub, there is no wheel. She is the epitome of someone with a positive can-do attitude. Her customer service is exemplary especially when dealing with difficult customers dealing with code violators. It is because of this it is with great pleasure and honor that Development Services nominates Ivonne Cutie as Employee of the Month."

**ATTACHMENT(S):**

1. Employee of the Month Notification Letter