



## Legislation Text

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**File #: 22-4683, Version: 1**

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Congratulations to Operator Tania Mateu, recipient of the City of Coral Gables “Operator of the Second Quarter Award,” for the months of April through June 2022.

### **ACTION/RECOMMENDATION**

I would like to nominate Tania Mateu for Operator of the 2nd Quarter.

### **BACKGROUND**

Operator Tania Mateu has been employed with the City of Coral Gables since February 2011. During this time, she has proven to be quite the asset to the Technical Services Division. She is a Certified Training Operator and fills in as an Acting Supervisor when the need arises.

As a Certified Training Operator, Operator Mateu has proven to be one of our more prolific trainers. She is currently assigned to the Day Shift, which means that there is always a steady influx of trainees in need of training. Operator Mateu has trained continuously for the last few years. She is one of our more dependable employees, she rarely takes a day off or calls out sick. This admiral trait helps ensure that those trainees assigned to her are trained in a consistent and timely manner. As a trainer, Operator Mateu has several qualities that help her excel as a trainer. Which include the following: job knowledge, flexibility, fairness and approachability.

Operator Mateu is always striving to be a better trainer. She will openly solicit advice from her supervisor(s) and or other trainer(s) for innovative ways to help a trainee assigned to her excel. Whenever there is an intense situation happening whether it's while on a call or in dispatch, she can be relied on to do her part to bring it to a successful conclusion.

She is the type of worker that does not like to draw attention to herself but should. I feel that she is an integral part of Communications and I consider her to be one of the “unsung heroes” of this department. In conclusion, I would like to nominate her for “Operator of the 2<sup>nd</sup> Quarter”.

### **SYNOPSIS/CONCLUSION**

I formally request that Operator Mateu be considered for Operator of the 2nd Quarter.