

# Employee of the Quarter SPOTLIGHT!

## Director's Message

November 2019

The final quarter of 2019 is celebrated with our November 2019 Employee of the Quarter Awardees. As we close out 2019, this celebration was yet another reminder of the exemplary staff that lead our offices daily with their amazing work ethic, positive attitudes and customer service that is top notch. These employees put our communities first and through patience, knowledge and pride in what they do, they provide our customers with a positive experience when visiting our offices or on the phone. It is with this dedication and unwavering commitment that these awardees shine and stand out, by meeting the needs of those most vulnerable. The deputy directors and managers in attendance described these staff as humble, high-impact leaders that model for others what our Countywide Vision is about. I am always humbled at these events as I am reminded of the amazing group of staff our department has as we honor the quality of work and level of customer service these awardees provide. Congratulations to you all!

- GILBERT RAMOS

### Melissa Ochoa, EW II



#### REGION 1

Melissa is an exceptional worker. She is a team player that is always willing to take on new tasks. When something needs to be completed by a certain date, I can always count on her. Melissa communicates well with her peers and supervisor. She is the go to person. Melissa is always smiling and has a wonderful personality that brings joy to our office!

### Daniel Zermeno, EW II



#### REGION 2

Daniel is an EW II in the Rancho TAD office and currently is a mentor. His knowledge and communication skills are excellent and he has helped many trainees to start out on the road to success. He has had perfect attendance since his start day in November 2015. Daniel has excellent customer service skills and has received numerous compliments!

### Lisa Pitts, EW III



#### REGION 3

Lisa Pitts exemplifies the tenacity of excellent customer service. She is not one to shy away from a challenge. Lisa works hard to help our customers and her coworkers. Her dedication has led to the intended and successful resolution of multiple projects. Lisa is an asset to Region 3!

### Janet Sanchez, EW II



#### REGION 4

Janet is a MC/Fresh EW in the Redlands office. She began her career with the County in May 2015. Janet is an exemplary employee who commits herself to doing an outstanding job in every task she completes. She is assigned to the MC MAQ inbox. She takes pride in her work covering most of the customer drop-ins, escalations, and appeals actions that come in through the inbox herself. Janet is truly an asset to the Redlands office!

### Angelica Casarez, EWSI



#### REGION 5

Angelica is a supervisor that supports her team by working along their side with providing excellent customer service to San Bernardino County residents. She is an active supporter of department and county initiatives, and leads by example by showing dedication, knowledge and strength on a daily basis. Angelica is an inspiration to staff that have watched her progress in achieving both personal and professional goals!

### Jennifer Lewis, OA II



#### REGION 6

Jennifer works joyfully for our department and goes above and beyond. She volunteered to work in Trona following the July 4th earthquake and represented our department with pride and served our citizens in need. She also exhibits leadership traits as she mentors and trains new Office Assistant staff and subsidized employees. Jennifer is a go to yes person that does it all!

### Robert Gates, EW II



#### REGION 7

Robert is an exceptional EW with an extraordinary work ethic! He possesses an unwavering commitment to our customers, both internal and external. He excels in many areas such as volunteering to conduct OJTs, mentoring new staff, he is a Safety Committee member, and is a Customer Service Center Handbook Committee member. Robert is a true leader who makes substantial contributions daily to our team and to the County of San Bernardino!

### November 2019 Employee's of the Quarter

