

## Caught You Caring Awards Summary of Recipients - FY 19 - Fourth Quarter

<u>Department</u>	<u>Recipient Name &amp; Job Title</u>	<u>Reason Received / Comments</u>
Budget and Finance	Virginia Branch, Fiscal Assistant	Ms. Branch was recognized by the Director of Human Resources Mary Beth Johnson for volunteering to assist her fellow employees with Public Service Recognition Week activities.
Circuit Court Clerk's Office	Ashley Parsain, Deputy Clerk II / Laura Smith, Deputy Clerk IV / Debbie Szymanski, Deputy Clerk IV / Kathy Torrence, Chief Deputy Clerk / Wanda Wills, Deputy Clerk IV	Recognized by the Circuit Court Clerk Sharon Jones because of their work every day offering exceptional, over the top, customer service. I continuously receive emails, phone calls, and cards wanting me to know how much they appreciated the help they received in my office. Not only does the public comment on their service, but judges and attorneys do the same. They comment that it's a friendly environment, offering an atmosphere of helpfulness, friendliness, and particularly, the staff is very knowledgeable and able to answer their questions.
Commissioner of the Revenue's Office	Sherry Jones, Deputy Clerk III	Ms. Jones was recognized by the Commissioner of the Revenue Gerald Gwaltney for her work serving as the liaison between their office and the real estate assessor contractor this year. Her dedication in working with the contractor and quick resolution to issues that arose resulted in one of the smoothest reassessment years the office has ever had. She is truly an asset to our real estate team.
Emergency Services	Renee Allen-Stallings, Office Administrator	Ms. Allen-Stallings was recognized by the Director of Human Resources Mary Beth Johnson for volunteering to assist her fellow employees with Public Service Recognition Week activities.
Human Resources	Christy Northon, Risk Manager	Ms. Northon was recognized by the Director of Human Resources Mary Beth Johnson for going above and beyond by handling special Public Service Recognition Week activity preparation and planning, including partnering with the Employee Safety and Wellness Council to encourage their involvement.
Human Resources	Linda Tuck, Human Resources Coordinator	Ms. Tuck was recognized by the Director of Human Resources Mary Beth Johnson for going above and beyond to prepare for the Health and Wellness Fair, including attracting more vendors than we've had over the past years.

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Human Resources	Linda Tuck, Human Resources Coordinator	Ms. Tuck was recognized by the Director of Finance Stephanie Humphries for doing a good job and being pleasant and really patient with an applicant requiring assistance.
Inspections	Will Blair, Code Compliance Inspector I	Mr. Blair was recognized by the Director of Inspections Art Berkley for his work helping his team member with filing and ensuring records are in order.
Inspections	Mark Drumheller, Chief Codes Compliance Inspector	Mr. Drumheller was recognized by the Director of Inspections Art Berkley for consistently checking the plan review file and initiating reviews to keep the review times on schedule.
Inspections	Christy Phillips, Administrative Services Coordinator	Ms. Phillips was recognized by the Director of Inspections Art Berkley for her work and effort with the County's Building Safety Month activities.
Inspections	Jeff Ward, Plans Examiner	Mr. Ward was recognized by the Director of Inspections Art Berkley for his work initiating the County's Building Safety Month display at Smithfield True Value.
Planning and Zoning	Rachel Bass, Code Enforcement Officer	Ms. Bass was recognized by the Director of Planning and Zoning Amy Ring for agreeing to help staff the front counter when the office is short staffed, even though she is in a different full-time position that doesn't require those duties.
Planning and Zoning	Trenton Blowe, Planner	Mr. Blowe was recognized by the Director of Human Resources Mary Beth Johnson for volunteering to assist his fellow employees with Public Service Recognition Week activities.
Planning and Zoning	Amanda Landrus, Planning Services Coordinator	Ms. Landrus was recognized by the Director of Planning and Zoning Amy Ring for their work doing multiple jobs while the department was short staffed for an extended time period.
Planning and Zoning	Jessica Moore, Permit Technician	Ms. Moore was recognized by the Director of Planning and Zoning Amy Ring for their work doing multiple jobs while the department was short staffed for an extended time period.

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Tourism	Connie Chapman, Special Events Coordinator	Ms. Branch was recognized by the Director of Human Resources Mary Beth Johnson for volunteering to assist her fellow employees with Public Service Recognition Week activities.
Tourism	Debra Frank, Visitor Center Manager	Ms. Frank was recognized by the Director of Tourism Judy Winslow for her work spending countless hours putting the Hospitality Hero Breakfast together. Work involved creating a skit with sound effects and funny costumes, making free creative table displays, working with numerous local stakeholders to provide the various dishes so that it was a group effort and catering was done by all the restaurants of Smithfield, acting as hosts for the event, creating all of the invitations and certificates for all of the hospitality hero winners, coordination of photographs of the award winners for the slide show and advertising to follow, and searching preparing all items needed for the set-up of the breakfast event.
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Tourism	Bill Hanlon, Visitor Center Advisor	Mr. Hanlon was recognized by the Director of Tourism Judy Winslow for his work spending countless hours putting the Hospitality Hero Breakfast together. Work involved creating a skit with sound effects and funny costumes, making free creative table displays, working with numerous local stakeholders to provide the various dishes so that it was a group effort and catering was done by all the restaurants of Smithfield, acting as hosts for the event, creating all of the invitations and certificates for all of the hospitality hero winners, coordination of photographs of the award winners for the slide show and advertising to follow, and searching preparing all items needed for the set-up of the breakfast event.
Tourism	Kathy Mountjoy, Tour Coordinator	Ms. Mountjoy was recognized by the Director of Tourism Judy Winslow for her work spending countless hours putting the Hospitality Hero Breakfast together. Work involved creating a skit with sound effects and funny costumes, making free creative table displays, working with numerous local stakeholders to provide the various dishes so that it was a group effort and catering was done by all the restaurants of Smithfield, acting as hosts for the event, creating all of the invitations and certificates for all of the hospitality hero winners, coordination of photographs of the award winners for the slide show and advertising to follow, and searching preparing all items needed for the set-up of the breakfast event.

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Treasurer's Office	Paula Bergeron, Deputy Clerk I	Ms. Bergeron was recognized by the Treasurer Judy Wells for her work stepping in and going beyond to help the functions of the office during a very difficult time.
Treasurer's Office	Michael Craig, Deputy Clerk II	Mr. Craig was recognized by the Treasurer Judy Wells for his intensive work in the Collections Department. With his and his co-worker's work, our collection rate is one of the best in the area.
Treasurer's Office	Cheryl McClanahan, Deputy Clerk III	Ms. McClanahan was recognized by the Director of Finance Stephanie Humphries for her thorough email follow-up response to a general billing question. It was above and beyond and very appreciated.
Treasurer's Office	Angela Minga, Deputy Clerk II	Ms. Minga was recognized by the Treasurer Judy Wells for her intensive work in the Collections Department. With her and her co-worker's work, our collection rate is one of the best in the area.
Treasurer's Office	Gayla Phillips, Deputy Clerk I	Ms. Phillips was recognized by the Treasurer Judy Wells for providing service to one of our citizens who reported that Ms. Phillips made his day so much better with her kindness and laughter. Ms. Phillips has been with the County for many years and has always tried to give excellent customer service and this is just one example.
Treasurer's Office	Andrea Watson, Office Assistant	Ms. Watson was recognized by the Treasurer Judy Wells for her work stepping in and going beyond to help the functions of the office during a very difficult time.

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Utility Services / Stormwater	Steve Jackson, Engineering and Environmental Technician	Mr. Jackson was recognized by the Director of Utility Services Don Jennings for his work resulting in positive citizen feedback regarding being assisted quicker than expected.
Utility Services / Stormwater	Valerie Robinson-Ford, Administrative Assistant	Ms. Robinson-Ford was recognized by the Director of Utility Services Don Jennings for her work resulting in positive citizen feedback regarding being assisted quicker than expected.
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