

CYCLE OF PERSONAL OWNERSHIP

MARCH-APRIL 2023 WINNERS



CHELAN COUNTY

ANGELICA FERNANDEZ

I would like to nominate Angelica Fernandez for the fantastic level of internal customer service she provides, demonstrating her commitment to our values of Trustworthiness and Operational Excellence. She is usually the first to offer assistance when an issue arises. She takes ownership of the task and diligently researches it to a successful conclusion. She draws on her personal experiences in previous job fields as well as asking great questions to find solutions to the problem. Her attention to detail and her ability to look long-term are valuable skills that she applies to her job duties. I really appreciate her positive and helpful attitude.

KYLE SCHUTTIE

Consisting of a team of four personnel, with a 5th added for 2023, the service desk recently went through what could be considered a perfect storm.

For the months of March through June, 2 service desk staff, Alec Nevin and Julio Ramirez, both went on Family and Medical leave to celebrate the births of their daughters. While this is an amazing time for the District family, the timing of the leaves reduced the service desk team down to two members.

A third member of the service desk team, Angella Kirschner, took an unexpected leave in the last two weeks of March due to a family emergency. At this same time, Angella announced her retirement from the District.

All this occurred right as the District seasonal and contractor work begins, bringing up to 30 new employees in just the last month along with a substantial increase of contractor requests.

With a substantial staff shortage and increase demand, Kyle exhibited a cycle of personal ownership in multiple ways:

- Being proactive, Kyle saw this loss of capacity early, and was able to quickly help hire the 5th member of the Team right before these leaves, with a new employee starting right as both Alex and Julio were to go leave. Once the new member was on board, Kyle personally took on the role to train up the new staff member, Casey Knott, very quickly to perform at a high level in just a matter of weeks.
- Working with his manager, Michelle Van Bogart, Kyle helped bring on a temporary service employee, and again, took on the personal responsibility of training this person, and delegating their resources to where they could best support the District's staff.
- Reaching out to management, and with Angella's retirement public, Kyle asked if it was possible to go back to the hiring well which resulted in Casey's hire, to hire another employee that the team really liked, to come on before Angella's departure to ensure the team had proper knowledge transfer. This resulted in the very quick hire and onboarding of Austin Dillard, who started the 2nd week of April.
- With staff shortage, Kyle went above and beyond by increasing his own hours to keep up with the demand, often closing tickets after hours as he spends much of his daytime training the new staff.
- During all of this, Kyle ensured leadership was constantly informed on the progress, any challenges, and any additional plans he wanted to implement to ensure our staff were well taken care of in their service requests.
- And all the while, with all this pressure, Kyle exhibited the most courteous, professional, and supportive personality and behavior with our internal customers.

Kyle exhibited a high organizational commitment behavior, exhibiting the values of stewardship, trustworthiness, and operational excellence in a short period of time that really benefited both internal and external customers.