City of Stuart

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Date: November 15, 2019

To: Roz Johnson, Human Resources Director

Subject: Employee of the Month

The Public Works Department is once again proud to announce that a valued member of the Department has demonstrated outstanding work efforts and is therefore nominated for the City's Employee of the Month for November 2019.

Karla Noguera began her career in the City of Stuart in August of 2014 as a Customer Service Representative.

Over the past five (5) years she has gone from a Customer Service Representative to Customer Service Representative III with the primary responsibility of billing where she generates more than 50,000 utility bills on an annual basis.

Recently Karla assumed the additional duties as the Acting Customer Service Supervisor.

This additional workload didn't phase Karla as she continued to meet billing deadlines and supervise day to day operations of the Customer Service Team.

On any given day Karla would bill customers, answer phones, greet both in-office and drive-thru customers.

Karla's calming demeanor often diffuses a customer's concerns.

Always willing to step up and do whatever it takes to provide outstanding customer service, Karla exemplifies the City's values by treating others with honesty, dignity and consideration and respect.

For these reasons mentioned above, we ask that Karla be recognized as the City of Stuart's Employee of the Month for November of 2019.