



STAFF REPORT

Report To: Board of Supervisors **Meeting Date:** July 21, 2022

Staff Contact: Melanie Bruketta, HR Director

Agenda Title: Proclamation and presentation of the Employee-of-the-Quarter award to Jessica Arrendale, Information Technology Systems Technician. (Melanie Bruketta, mbruketta@carson.org)

Staff Summary: The Employee-of-the-Quarter program recognizes outstanding employees whose efforts have helped the City achieve the strategic goals adopted by the Board of Supervisors and who have demonstrated an effort to fulfill the City's mission, vision and values.

Agenda Action: Other / Presentation **Time Requested:** 10 Minutes

Proposed Motion

N/A

Board's Strategic Goal

Organizational Culture

Previous Action

On April 21, 2022, the Board of Supervisors presented the Employee-of-the-Quarter award to Shadow Kelly.

Background/Issues & Analysis

This program recognizes employees whose efforts have helped the City achieve the strategic goals adopted by the Board of Supervisors and who have displayed proficiency at assigned duties, promoted a pleasant working environment, who are dependable, innovative and/or who provide excellent customer service. An employee can nominate a co-worker who he/she believes is a deserving recipient. The nominations are reviewed by a committee comprised of employee representatives selected by the City Manager. The committee selected Jessica Arrendale, Information Technology Systems Technician, to receive the award this quarter.

Applicable Statute, Code, Policy, Rule or Regulation

Employee-of-the-Quarter Policy

Financial Information

Is there a fiscal impact? Yes

If yes, account name/number: General Fund, Employee Recognition account, 1010600-501422

Is it currently budgeted? Yes

Explanation of Fiscal Impact: A \$200.00 award is given to the employee selected as Employee-of-the-Quarter and a \$50.00 award is given to the employee(s) who nominates the selected employee.

Alternatives

N/A

Attachments:

[Proclamation_Employee-of-the_Quarter_July 2022.docx](#)

[Arrendale Nomination.pdf](#)

Board Action Taken:

Motion: _____

- 1) _____
- 2) _____

Aye/Nay

(Vote Recorded By)



PROCLAMATION

A PROCLAMATION OF THE BOARD OF SUPERVISORS RECOGNIZING JESSICA ARRENDALE, INFORMATION TECHNOLOGY SYSTEMS TECHNICIAN, AS THE EMPLOYEE-OF-THE-QUARTER

WHEREAS, Carson City's quality of life attracts talented and loyal employees; and

WHEREAS, every day, Carson City employees put to use their broad array of skills and expertise with efficiency and integrity for the benefit of everyone in our City; and

WHEREAS, Carson City values its employees and acknowledges that recognizing employees for their hard work and dedication is critical to the future health and growth of our City; and

WHEREAS, we owe a substantial debt of gratitude to the Carson City employees and applaud those who go above and beyond in their loyalty and ability; and

WHEREAS, Jessica Arrendale, I.T. Systems Technician, has exceptional customer service, performing her duties with proficiency and a positive attitude and making sure the City can continue to operate safely and efficiently, thereby contributing to the fulfillment of the City's mission, values and vision; and

NOW THEREFORE I, Lori Bagwell, Mayor of Carson City, celebrate the dedicated accomplishments of Jessica Arrendale in serving the community and do hereby proclaim Jessica Arrendale to be **EMPLOYEE-OF-THE-QUARTER**.

Mayor Lori Bagwell

Carson City, Nevada



EMPLOYEE-OF-THE-QUARTER NOMINATION FORM

Do you have a co-worker that has displayed: proficiency at assigned duties, promoted a pleasant working environment, dependability, innovation in assigned duties, and/or excellence in customer service? If so, please take the time to nominate the employee for the "Employee-of-the-Quarter" award.

Criteria

Nominations may be made for outstanding performance and/or contributions to the team for activities such as, but not limited to, internal/external customer service, costs savings, productivity/work processes.

Nominating a Co-Worker

To nominate a co-worker, complete this form and submit to Human Resources. Submission can be made in person or by e-mail to: cchr@carson.org.

**Please review the deadlines in the Employee-of-the-Quarter policy.*

Nominee's Name

Jessica Arrendale

Nominee's significant contribution: (Please provide specific detailed example(s), please attach additional pages, if needed.)

Over the past quarter, Jessica Arrendale has been instrumental in increasing the efficiency and effectiveness of the Information Technology Team. Her attention to detail, response time, initiative, customer service and quality of work allowed her to resolve 271 tickets this past quarter. Jessica has also been recognized on numerous occasions while assisting other departments. Various City leaders and employees have made efforts to highlight Jessica's outstanding customer service and skill set. Jessica is one of the primary support technicians for all meetings at the Community Center to include the Board of Supervisors' meeting. Please see additional page attached.

Your Name

Andrew Rice

Date

06/28/2022

Your Signature Andrew Rice

Department Director/Elected Official Name

Frank Abella

Date

06/28/2022

Department Director/

Elected Official

Signature Frank Abella

Over the past quarter, Jessica Arrendale has been instrumental in increasing the efficiency and effectiveness of the Information Technology Team. Her attention to detail, response time, initiative, customer service and quality of work allowed her to resolve 271 tickets this past quarter. Jessica has also been recognized on numerous occasions while assisting other departments. Various City leaders and employees have made efforts to highlight Jessica's outstanding customer service and skill set. Jessica is one of the primary support technicians for all meetings at the Community Center to include the Board of Supervisors' meeting. This support is key to providing timely and accurate responses to IT issues that may arise for Board members or Carson City staff. The IT expertise Jessica provides also extends to benefit the public when they are presenting to the Board or participating in public comment. This support ensures a seamless interaction with elected City officials, employees of the City and the public at large. Jessica also provides support for the remote broadcast of many of these meetings which includes moderating public comment through Cisco WebEx. Jessica was also a primary support technician that supported the Elections for Carson City. Jessica provided direct support by ensuring all the election tablets and laptops were fully functional. Jessica also helped to ensure the Election volunteers and members of the Clerks office were sufficiently trained on how to login to each tablet or laptop. The Election login process differs from the standard login process for City laptops. Jessica's direct support for Elections was reflected in the overall success of the primary elections held by Carson City. Carson City voters were able to cast their ballots confidently and securely. Jessica has shown a great deal of growth in the short time she has been here, taking on difficult and non-conventional tasks. These tasks can require escalation to other members of the IT Team or outside vendors such as Central Square who maintain the Public Safety systems operated by the Sheriff's Office and Fire Department. The Public Safety systems allow the Sheriff's Office and Fire Department to assist with the safety and well-being of all Carson City residents. These non-conventional tasks can sometimes be for other cities, counties or external organizations that work directly with the City and require IT support to allow collaborative efforts to continue. Jessica's positive attitude and willingness to help fellow team members is evident with each task she responds to. It is a privilege to enthusiastically recommend Jessica for Employee of the Quarter for Carson City.