

RESOLUTION NO. _____

**A RESOLUTION OF THE BOARD OF SUPERVISORS
OF THE COUNTY OF SHASTA
RECOGNIZING SANDRA BLOCK, TYPIST CLERK III-CONFIDENTIAL
OF SHASTA COUNTY'S SUPPORT SERVICES DEPARTMENT
AS OCTOBER 2017 EMPLOYEE OF THE MONTH**

WHEREAS, the Shasta County Board of Supervisors has adopted the Shasta County Employee Recognition Program to identify exceptional employees who deserve to be recognized and honored for their contribution to County service; and

WHEREAS, such recognition is given to the employee meeting the criteria of the program, namely exceptional customer service, professionalism, high ethical standards, initiative, innovation, teamwork, productivity, and service as a role model for other public employees; and

WHEREAS, the Shasta County Employee Recognition Committee has considered all current nominations for the Shasta County Employee of the Month;

NOW, THEREFORE, BE IT RESOLVED that Sandra Block, Typist Clerk III-Confidential, of Shasta County's Support Services Department is hereby named Shasta County Employee of the Month for October 2017; and

BE IT FURTHER RESOLVED that Ms. Block is the face of Support Services, and she represents our department extremely well. The Department of Support Services consists of Personnel, Purchasing and Risk Management, so on any given day, she could encounter a wide variety of individuals, both County employees and non-County employees, as well as a wide variety of dispositions. Regardless of the situation, everyone who walks through our front doors is met with a smile and a greeting from Ms. Block. She promptly provides all guests with assistance or locates someone who can assist them, and communicates with them consistently as she is doing so. When applicants come in to interview for a position, she checks them in, provides them with any necessary documents, and then follows up with words of encouragement. If a dissatisfied member of the Public visits our office, she listens, is empathetic, and reassures them that they are heard and she will find someone to assist them. Ms. Block takes customer service a step further, not only does she provide them with what they need, she also makes them feel like their needs are important.

Ms. Block takes her role within Support Services very seriously and does not hesitate to bring new ideas to the Purchasing Unit of Support Services. She is instrumental in keeping all billing up to date, researching charges when needed to determine corrections needing to be made, and contacting vendors or departments as appropriate. When we recently converted the Office Depot account to credit card payment only, she independently completed a huge cleanup of users and "ship to" codes, by inactivating, deleting or revising as necessary.

Ms. Block's hard work and exceptional customer service has been recognized both within the Department of Support Services and countywide. She values her work, her teammates, and her responsibility to the residents of the County of Shasta.

DULY PASSED AND ADOPTED this 10th day of October 2017 by the Board of Supervisors of the County of Shasta by the following vote:

AYES:
NOES:
ABSENT:
ABSTAIN:
RECUSE:

DAVID A. KEHOE, CHAIRMAN
Board of Supervisors
County of Shasta
State of California

ATTEST:

LAWRENCE G. LEES
Clerk of the Board of Supervisors

By _____
Deputy