

RESOLUTION NO. _____

**A RESOLUTION OF THE BOARD OF SUPERVISORS
OF THE COUNTY OF SHASTA
RECOGNIZING TINA CARLIN, ACCOUNTING TECHNICIAN
OF SHASTA COUNTY'S DEPARTMENT OF PUBLIC WORKS,
AS JANUARY 2018 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 Tina Carlin, Accounting Technician, of Shasta County's Department of Public Works, is hereby named Shasta County Employee of the Month for January 2018; and

BE IT FURTHER RESOLVED that Ms. Carlin is the voice of the County Service Area (CSA) Division of Public Works. She handles all administrative aspects of the division and is the first point of contact when CSA customers call.

There are over 2,000 accounts spread across nine CSAs. Ms. Carlin consistently addresses each customer's call with professionalism and quietly listens to every caller and responds calmly, explaining details needed by the caller. Call volume has doubled due to increased activity in CSAs.

Ms. Carlin has initiated changes to the billing structure, reminder notices, and ordinances that have improved billing time and comprehension of notices for customers.

Ms. Carlin has been able to accomplish all her duties while answering the increased number of phone calls without management receiving one customer complaint.

DULY PASSED AND ADOPTED this 23rd day of January, 2018 by the Board of Supervisors of the County of Shasta by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

RECUSE:

LES BAUGH, CHAIRMAN
Board of Supervisors
County of Shasta

State of California

ATTEST:

LAWRENCE G. LEES
Clerk of the Board of Supervisors

By _____
Deputy