

**BOARD OF COUNTY COMMISSIONERS  
AGENDA ITEM SUMMARY**

Meeting Date: December 19, 2007

Division: Growth Management

Bulk Item: Yes  No

Department: Building

Staff Contact: Andrew O. Trivette

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**AGENDA ITEM WORDING:** Presentation of Employee Service Award for the month of May, 2007 to Dawn Bender, Customer Service Representative II, Building Department, Growth Management Division.

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**ITEM BACKGROUND:** See Attached.

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**PREVIOUS RELEVANT BOCC ACTION:** N/A

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**CONTRACT/AGREEMENT CHANGES:** N/A

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**STAFF RECOMMENDATIONS:** Present Award.

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**TOTAL COST:** N/A

**BUDGETED:** Yes  No

**COST TO COUNTY:** N/A

**SOURCE OF FUNDS:** \_\_\_\_\_

**REVENUE PRODUCING:** Yes  No N/A **AMOUNT PER MONTH** \_\_\_\_\_ **Year** \_\_\_\_\_

**APPROVED BY:** County Atty \_\_\_\_\_ OMB/Purchasing \_\_\_\_\_ Risk Management \_\_\_\_\_

**DOCUMENTATION:** Included  Not Required \_\_\_\_\_

**DISPOSITION:** \_\_\_\_\_

**AGENDA ITEM #** \_\_\_\_\_

**MEMORANDUM**  
**MONROE COUNTY GROWTH MANAGEMENT DIVISION**

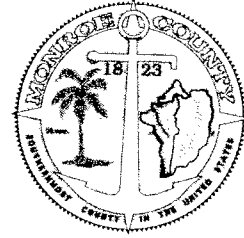
*We strive to be caring, professional and fair*

To: Monroe County Board of County Commissioners

From: Andrew O. Trivette  
Growth Management Division Director

Date: December 4, 2007

RE: Employee Service Award for Dawn Bender, Customer Service Representative II  
Building Department, Marathon



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Comments from April Pearson, Executive Assistant, Engineering:

I would like to nominate Dawn Bender, Building Department/Growth Management for Employee of the Month for March/Middle Keys.

I have had the opportunity to deal with Dawn both as a member of the public and professionally as a fellow employee. When I worked with Dawn on our own personal building permit, she was extremely helpful and very friendly, and she went out of her way to follow through and expedite things when it was within her power to do so.

But the most outstanding example of how Dawn exemplifies the mission of Monroe County to "provide outstanding public service responsive to the needs of our citizens" came about a month ago late on a Friday afternoon. A customer had come into the Engineering Office in Key West by accident looking for the building department. Apparently he had gotten his final building inspections earlier that day, and was looking for someone who could send Keys Energy the authorization to turn on his final electric service. Even though it was late in the day, he was really hoping somebody could do this for him before the weekend.

I called Dawn, knowing she had been helpful in the past. She told me that normally she wouldn't even see the customer's final inspection reports until Monday, and the paperwork to have the power turned on would be processed and sent out after that. But once I explained the situation and that the customer was standing here looking for help, she put me on hold, found the papers, and assured me that she would fax the necessary documentation to Keys Energy right away.

I don't know what ever became of that customer, but I do know that when he left here he was very happy, and extremely grateful that Dawn would take the time to at least TRY to help. Thanks to employees like Dawn, at least one citizen of Monroe County realizes that we are serious about going the extra mile to serve our community. Because of this, I feel that Dawn Bender exemplifies the Values of Monroe County, and should earn "Employee of the Month."

**Comments from Division Director (Please read this section to the Board during the actual Presentation):**

Dawn has been with Monroe County for three years. In that short time, she has installed herself as a leader in the Building Department and as a person on which customers both internal and external depend on. She enjoys her job and it is apparent in her performance. Dawn has taken on the challenge of mastering the many tasks laid before her in the

Building Department. She has taken a keen interest in serving the citizens of Monroe County and has been very successful in demonstrating her desire to excell. Dawn exemplifies the mission of Monroe County to “provide outstanding public service responsive to the needs of our citizens”.