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The smiling face that greets many of the utility customers who come in to Burleson City Hall was honored with the 2014 Employee of the Year award at the City's annual awards luncheon Dec. 11. Lisa Kay Edwards, utility customer service supervisor, shares the 2014 honor with David Butler, fire investigator/inspector for the Fire Marshal's office.

"Providing good customer service is an area of emphasis for all City employees in their performance evaluations," Deputy City Manager Paul Cain said. "While performance measures can motivate employees to provide good customer service, the best motivation for good customer service is the employee's genuine care for their customer's satisfaction. Lisa Kay genuinely cares about the people she serves and she wants their experience in Utility Customer Service to be a good one. She greets everyone with a smile and works hard to resolve their concerns. I'm very proud of the job she does and grateful that she represents the City so well in her interactions with our citizen-customers. There's no doubt, Lisa Kay is a bright and shining star at the City."

Edwards was nominated by her peers for Employee of the Quarter, then a committee of four selected her as Employee of the Quarter in October. The consensus was that Edwards epitomizes great customer service in a very testing environment and excels on a daily basis.

Carol Ward, utility customer service manager, said "Lisa strives for positive outcomes in all customer dealings and has been an excellent trainer and supervisor for new hires in the office. It is so nice to see her efforts rewarded and acknowledged by her peers at the City. She is very deserving of the honor."

Edwards celebrated her 10th anniversary with the City on Nov. 1. She was hired as a utility customer service clerk, working the drive-thru window at city hall and entering payments, manually. She was promoted to utility customer service supervisor in July 2005. Now her job duties include supervising customer service clerks, waiting on customers at the front counter, answering phones, and assisting customers with everything that has to do with their City utility bills.

Four Employees of the Quarter were nominated by their peers in 2014, then a committee of four selected each quarter's winner. The criteria focused on the City's ethics statement - efficiency, transparency, honesty, innovation and customer service.

The first quarter focused on public safety employees (fire department, fire marshal's office and police department). David Butler was selected for that honor. The second quarter was for parks, recreation, golf, and the library. Amanda Goshey, reference public services librarian, won the honors for the second quarter. The category for the third quarter was public works, and Edwards was selected as that winner. And the fourth quarter was for administrative services. Paula Skundberg, executive assistant in the city secretary's office, won the final Employee of the Quarter award.