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April 16, 2018

Huntsman named Employee of the Quarter

Beverly Huntsman, Neighborhood Services Administrative Secretary, was named the Employee of the Quarter for January – March 2018.

Providing excellent customer services to every citizen or customer that calls the city's municipal service center along with her ability to be in tune with the needs of the public are a few of the reasons Beverly Hunstman was named the City of Burleson's employee of the quarter.

Beverly started with the city's neighborhood services department on August 13, 2007, and she has excelled in providing residents of Burleson with great customer support in her role. Beverly has an empathetic manner in which she cares for each citizen or customer that needs assistance.

"Beverly is an amazing asset to our team," states her nomination form. "In her communications with the public, she can recognize their issues and provide them with a correct answer or can point them in the right direction."

Beverly is often the first person a citizen hears when they are calling code enforcement. While it is typical to see a high turnover for this type of role, due to the nature of the difficult calls they receive every day, Beverly strives to provide them with outstanding customer service, putting the customer to ease and working to alleviate their concerns.

"My favorite part of the job is being able to provide residents with help and options when they feel they have none," said Beverly. "It is very fulfilling."

Beverly will be honored at the April 16 City Council meeting. The city's employee of the quarter award is based on an employee's efficiency, transparency, honesty, innovation and customer service, all of which make up the city's ethics statement.

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