



## City of Dixon



### Employee **Star** Award Recipients

2020



**Jade Ruiz**, an Account Clerk in the Water Division of the Finance Department, was awarded a STAR Award from the City Manager, Jim Lindley on December 18, 2020 for her excellent customer service. Jade helped a citizen through a very difficult situation and listened patiently to her during a phone call discussing her water bill. When the interaction with the customer began, she was very upset but her experience with Jade was so positive that she was very happy by the end of the call. Jade's willingness to be sympathetic to customers is very valued.



**Melvin Cruz** from the Community Development Department was awarded a STAR Award from the City Manager, Jim Lindley on July 1, 2020 for his willingness to always assist at the front counter of City Hall whenever needed. Melvin will see a line forming and will leap in to assist. He is always checking on the front staff to be sure they are all in safe hands. More than often, he asks if he can get them anything while he is out of the office. His eagerness to help is greatly appreciated by the staff.

**Amy Andrade** from Payroll was awarded a STAR Award from the City Manager, Jim Lindley on July 1, 2020 for her teamwork. Amy began working with the Police Department in May 2019 to help support a transition from Police employees using Employee Self Service time cards to using PlanIt online scheduling for timecard submissions. After a year-long process which included building out the necessary pay code information in PlanIt Software and several pay periods of mirrored entry in both systems the transition was completed successfully. The transition was requested by Chief Thompson and has eliminated redundancy in employee timekeeping in multiple platforms. Amy's perseverance, dedication to the end goal, and teamwork with Police Department staff helped make this a successful project.

