



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
County Manager



Date: October 7, 2014
Board Meeting Date: November 4, 2014
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: John L. Maltbie, County Manager

Subject: Employee of the Month for November 2014

RECOMMENDATION:

Honor Norma Pantoja as Employee of the Month for November 2014 and authorize the President of the Board to sign the commendation.

BACKGROUND:

The Employee of the Month program was established in December 1984 to recognize and honor County employees who consistently demonstrate an outstanding level of performance.

Our Employee of the Month for November 2014 is Norma Pantoja, a Payroll/Personnel Services Supervisor, in the Human Services Agency.

DISCUSSION:

Norma began her career with the County's Human Services Agency (HSA) in 2002. She has held several positions during her 12 years with HSA including Community Worker, Office Assistant, Fiscal Office Assistant, Office Specialist, and now she serves as a Payroll/Personnel Services Supervisor.

Norma is an invaluable part of the HSA team as she has vast knowledge of the payroll/personnel function. She demonstrates a "can-do" approach and a friendly, patient, and thoughtful way of assisting staff. Norma is also generous with her time as she often volunteers to assist when there is a need. As an example, last year the Children's Fund received over 3,000 gifts that needed to be wrapped within a short timeframe. To meet this deadline, Norma volunteered her time to wrap gifts, ensuring that our foster children's holiday was a little brighter.

In her role as Payroll/Personnel Services Supervisor, Norma exhibits leadership as she has built a strong and responsive team, which includes three staff members, who handle all payroll/personnel matters for the approximately 800 staff in HSA. Norma provides outstanding service and handles anything asked of her with professionalism and courtesy. Her work ethic is of the highest standard. HSA staff have come to depend very heavily on Norma as she continues to rise to the occasion again and again, and always with grace.

Our County is fortunate to have Norma Pantoja as one of its outstanding employees.