



RISE TOGETHER - APRIL 30, 2024

SPOTLIGHT ON CUSTOMER SERVICE ENGAGEMENT

CUSTOMER SERVICE EXPERIENCE – RECREATION SERVICES



What is your core function? We work with customers to answer a variety of general questions, direct calls to the appropriate person or section as needed and ensure that they have a resolution to their inquiry.

Who is on the team? Kerry Kicos and Mikar Em

Why were you established? To provide residents with a team that can answer general questions and dig a little deeper when needed to get them to the right person to answer some of the more

challenging questions.

How do you benefit residents? We benefit the residents by being a friendly contact when they reach out with a question. We want to hear them out, understand what they need and try to resolve their request in a timely manner. Often, walking someone through how to find the activity they are looking for on the website shows that you care about them and ensures that they do not have to call back because they now understand how to serve themselves in the future.

What's next for this new team? We want to develop a more in-depth Knowledge Base and add a Customer Relationship Manager piece, which will allow us to offer a more formal system for sharing information with the team. When people transition into and out of the customer service team, there will be a central, collaborative knowledge base for them to seamlessly get started and learn the ropes.

NEWS AND INFORMATION

2024 ALL STAFF MEETING: WHAT DID YOU THINK?

We hope you had a great time at the All Staff Meeting last week! Take a moment to complete a brief survey to let us know what you enjoyed and what we can improve on for next year.

Weren't able to make it? Let us know why and what you want to see in the future - [share your thoughts today!](#)

GROWING OUR TEAM

In the last few months, [more than 100 staff joined the department or were promoted](#). You may have seen some of these new faces at the All Staff Meeting last week. Take a moment to introduce yourself to our new staff and congratulate those who have been promoted!

CELEBRATING BLACK AND GOLD WEEK IN STYLE

This past February, 10 community centers partnered with residents and the Columbus Crew to celebrate Black and Gold Week and show some Crew pride in a friendly neighborhood tifo competition.

Tifos, a cherished tradition in soccer culture, are vibrant visual displays that support the home club during their matches. These displays can take various forms, from intricate artwork on sheets to colorful banners that go along with supporters' passionate singing and choreographed dances. This time-honored tradition can be seen at soccer matches across the globe.

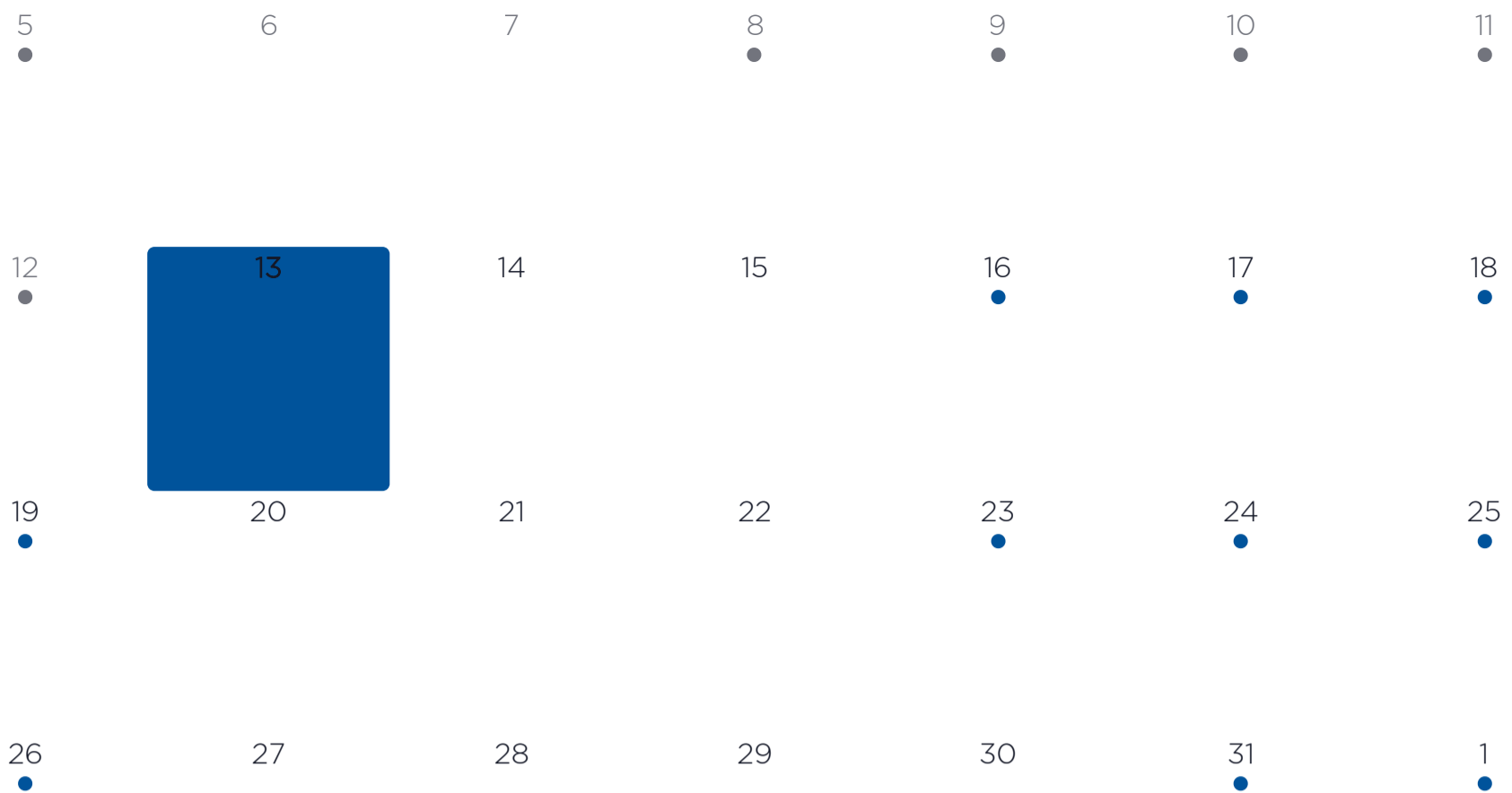
The Columbus Crew supplied materials to 10 centers to craft Tifos celebrating Crew's Black and Gold Week leading up to the home opener against Atlanta United FC on Feb. 24. These Tifos were proudly displayed outside community centers. A voting contest ensued, and Brentnell emerged victorious, earning a prize package for the youth, including a soccer field day and game tickets to a Crew match.

While other centers didn't clinch the win, they won't walk away empty-handed. They'll receive complimentary soccer equipment from the Crew and tickets to a Crew 2 Match.

[Check out the reaction from youth at Brentnell](#) on our social channels!

5/13/2024

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There are no events on this day.

REINVESTING IN YOU

This year, one of our areas of focus is reinvesting in our staff. In this section, we highlight some ways you can grow, personally and professionally.

CONGRATULATIONS TO OUR RECENT GRADUATES

It takes commitment to earn your degree while working and caring for friends and family. Recently, 16 of our colleagues completed their degrees. Congratulations to our recent graduates!

- **Andrea Bonacci**, Franklin-Masters of Public Administration
- **Joshua Carlton**, Franklin-Masters of Business Administration
- **Lisa Castro**, Franklin-Masters of Business Administration
- **Amy Harr**, Franklin Master-Masters of Human Resource Management
- **Susy Johnson** Franklin-Masters of Public Administration
- **Nicole Kish**, Franklin-Masters of Human Resource Management
- **Hilda Lyatuu**, Franklin-Masters of Public Administration
- **Marissa Miracle**, Franklin-Masters of Business Administration
- **Kathryn Monterosso**, Franklin-Masters of Public Administration
- **Shaumane Paulk**, Franklin-Masters of Human Resource Management
- **Seth Peterson**, Franklin-Masters of Public Administration
- **Bruce Rhodeback**, Franklin-Masters of Public Administration
- **Katherine Schuster**, Franklin-Masters of Public Administration

- **Andrea See**, Franklin-Masters of Public Administration
- **Alexis Weimer**, Franklin-Masters of Public Administration
- **Adam Wheeler**, Franklin-Masters of Public Administration
- **Marcella Wittekiend**, Franklin-Masters of Business Administration

[Have you recently earned a degree, award or certification? Let us know, and we will share your accomplishment in the newsletter!](#)

STAFF SPOTLIGHT

GREG POSTON

HE/HIM/HIS



Section: Golf Program Manager, Golf Section

Length of employment: 51 years

What's your fondest memory from your time with the department? I have had a lot of fond memories, but I suppose my fondest was when I was named head pro at Wilson Road Golf Course after having served eight years as the assistant at Airport Golf Course.

How have you seen our work evolve in the last 50+ years? Computers, computers, computers.

What's the biggest life lesson you learned during your time with the department? Be very kind and patient with your coworkers and your customers. Have the utmost respect for your colleagues.

What advice would you share with someone starting a career in the field? If you are not happy with your career choice, do everybody, including yourself, a favor and find a different one.

Nominate A Coworker for the Staff Spotlight