

# 2021 4th Quarter Employee Recognition & Awards Program (ERAP) Recipients

## Years of Service

### 5 Years

Axel Chayra  
IT Technician  
David Fuentes  
Fire Fighter  
Cervando Fragoso  
Maintenance Specialist

## Customer Service Award

### Adilia Belem Kasid, Municipal Court

Belem has always provided excellent customer service and assistance to our office and others. Belem is 1 of 4 Criminal Cases Court Clerk II at the Municipal Court. Now, Belem is the only remaining Criminal Cases Court Clerk II and is performing all tasks required. She continues to provide outstanding quality of work, no matter how busy she may be. In 2021 alone, our office has received 338 criminal cases. Besides assisting our office, Belem goes above and beyond with assisting anyone who goes to the Municipal Court. She provides timely service to the public, our office and other attorneys. Belem deserves to be recognized with this award.

## Achievement Award

### Billing & Collections Division

The Billing & Collections Division collectively and successfully transitioned 80% of utility customer accounts to paperless billing this past month of October 2021. By doing this, the department provides better and enhanced customer service. Some of the benefits to the customers are: Data Security, Fast access to their bill, environment friendly, improved services, faster payments and access to the Automatic payments and online portal.

## Award of Excellence

### Alicia Velazco, Billing & Collections

Please accept this nomination of Alicia Velasco for Award of Excellence for the 4<sup>th</sup> quarter of 2021. Ms. Velazco has a unique work ethic that I admire. The first time I worked with her was making appointments for COVID-19 vaccinations. Even though we have a high volume of calls and we were dealing with difficult matters, she always remained poised and patient and made sure our residents were helped. She was efficient, helpful and provided great customer service. Since then she has always volunteered to help during our clinics; she helps residents and other volunteers alike. She waits until we are all done and is always there to lend a hand. Please consider Ms. Velazco for the Award of Excellence. She is an exemplary employee who genuinely cares about her co-workers and the San Luis community.

## Employee of the Quarter

### Jose L. Cisneros, Administration

Jose Luis was nominated because he deserves to be employee of the quarter due to him always willing to assist customers, he participates in the organization of the vaccine events and he assisted a lot of people that needed help filling out their forms due to the language barrier. He is always nice and enthusiastic with all his co-workers. He has taken on Public Information Officer duties and has attended all city events.