

City Manager Announces 2008 Outstanding Customer Service Awards

The 2008 Outstanding Customer Service Awards were announced by City Manager Maurice Evans on November 13 at an annual customer service event presented to all non-union city employees. The event also included an interactive training session, presented by Nancy Radcliff, the Customer Service Director at Bronson Hospital.

Nominations for the Outstanding Customer Service Awards were made by fellow employees and Portage residents. The winners were selected by the City of Portage Customer Service Task Force and City Manager Evans. The City of Portage congratulates the 2008 winners.

Honorable Mention

Raul Garcia, Building Inspector Permits Coordinator in the Department of Community Development and Steve Yonker,

a Park Ranger, were both awarded with an Honorable Mention award.

Outstanding Customer Service Award

Norm Smith, the Chief Building Inspector in the Department of Community Development, was presented with the 2008 Outstanding Customer Service Award. Norm has been with the city for approximately 32 years and was the Director of Inspections and Code

Enforcement for a number of years during the time the city established itself as the fastest growing community in the county. The City Manager commented that "Norm always

puts the customer first. He is relentless in finding information to help answer questions and resolving a variety of problems including zoning, building, construction-related issues."

Lifetime Achievement Award

Caroline Secondi, a recently-retired Police Dispatcher, was presented with the Outstanding Customer Service Lifetime Achievement Award. Caroline served the city for nearly 42 years as a dispatcher and provided exceptional customer service to residents, visitors, Police Officers and other city employees alike.



"Norm always puts the customer first. He is relentless in finding information to help answer questions ..."