



STAFF REPORT

Board of Aldermen

RECOGNIZING MICHAEL CHANEY OF THE UTILITIES DEPARTMENT AS THE EMPLOYEE OF THE MONTH FOR OCTOBER, 2024 TO BE PRESENTED BY DIRECTOR KENDALL POWELL.

DATE: OCTOBER 8, 2024

Initiated By: Employee of the Month Committee

Approved By: Click or tap here to enter text. *Cathy Stepp*

Financial Impact: No Impact/Not Applicable

Community Plan 2030: C-2: Community Values

FACTS:

On behalf of the Mayor, Board of Aldermen, City Administrator, and City Staff, it is my honor to announce Utility Worker; Michael Chaney; as the City of Branson's October 2024 "Service and Excellence" Employee of the Month.

Mike Chaney (Chum) has been apart of the Meter Maintenance Crew for the past 11 years. Over the years he has demonstrated excellent customer service skills, a strong knowledge of everything that goes into keeping the Meter Maintenance department operational, and the ability to patiently teach and train new employees who come into the Meter Maintenance department. Mike is very safety conscious when doing tasks involving equipment and always makes sure those around him are wearing their PPE. Mike leads by example and is very thorough when showing new employees how to perform the daily tasks of work orders, changing out meters, checking for and helping customers find leaks, reading meters and filling out all the paperwork that goes into each of these tasks. Mike is very knowledgeable about adjoining water systems such as MOAW and PW DIS III, where most of their meters are located and, has an ongoing good working relationship with the other crews from those systems. One of Mike's strongest assets is his customer service skills. He is excellent at helping customers find and understand their leak issues and confidently steers them on the right path to help them resolve their problem. On more then one occasion I have witnessed him talk to a customer that was very upset about a leak event and calm them down by staying steady and reassuring them that their situation is not as bad as they might think. Another department that is integral to the daily operation of Meter Maintenance is the Finance Department. Our daily communication with them is an important part of successfully executing all work orders that come our way. Mike maintains excellent communication with them and demonstrates good problem solving skills working along side Michelle, Kayla and Catriona. And lastly, we have the guy that we all know and love as Chum. That guy that makes us all laugh. He can get us through a hard day, a tough job or just makes everyday lunches at the shop a little more interesting. In a good way!

Michael provides outstanding customer service and embodies the City of Branson values. He is an great example of the valued held high by the City of Branson.

Congratulations and keep up the good work!