

## EMPLOYEE OF THE MONTH NOMINATION

DATE: October 5, 2015

EMPLOYEE NOMINATION: CLINT BURNHAM

DEPT.: Parks & Recreation

SUBMITTED BY: NANCY DAY

DEPT.: Parks & Recreation

Clint Burnham has worked for the WVC Family Fitness Center for over 13 years. He was first hired as a part-time lifeguard but when a full-time position in aquatics came open, he was quickly promoted. He is currently the Aquatics Section Supervisor for the Family Fitness Center. This position requires him to be vigilant in many management skills including personnel management, financial strategies (revenue and expense), marketing, customer service and risk management just to name a few. Clint has excelled in each of these areas which is reflected by his ongoing successes.

Clint's knowledge and expertise in the aquatics field is also recognized within the state as well as nationally. He is the current Utah Aquatics Representative on the Board of Directors for the Utah Recreation and Parks Association. Additionally, he recently passed a rigorous course, exam and interview to become one of only about 90 AFO (Aquatic Facility Operator) instructor trainers within the United States. This is a prestigious accomplishment and only emphasizes Clint's talent and dedication.

The aquatics area has a large variety of patrons and Clint has had a number of these customers who have concerns or complaints and would like emphasis placed on their needs. He has handled these situations delicately and with extreme professionalism. There have been times when he couldn't deliver what the customer wanted yet his communication and customer service skills assisted in creating a positive outcome. Below is an email which was sent from a customer which Clint worked with recently. It is easy to see that the situation was handled promptly and correctly.

I could go on about Clint's tremendous training methodology for his staff or how they respect him and enjoy his leadership, however, I don't believe that is necessary. I have outlined many things that show Clint's focus and loyalty to the profession and the city. For these and many other accomplishments, Clint is deserving of the EAC Employee of the Month recognition. Thank you for your consideration.

Nancy Day, Assistant Director  
WVC Parks and Recreation

Clint,

September 18, 2015

Thanks for the update. Your prompt responses and efforts to fix problems are very commendable. You have not only addressed the problems, but actively follow through to fix them.

As you can tell from my email address I work for the State of Utah and I must say that I don't often see this high level of customer service in any levels of the government that you are exhibiting here.

I didn't mean to go off on such a tangent, but I sure do appreciate all your help.

Thanks again, .....