



**COUNTY OF SAN MATEO**  
**Inter-Departmental Correspondence**  
**County Manager's Office**

**DATE:** August 7, 2001

**BOARD MEETING DATE:** August 21, 2001

**TO:** Honorable Board of Supervisors  
**FROM:** John Maltbie, County Manager  
**SUBJECT:** Employee of the Month for August 2001

**Recommendation**

Honor Julie Hoffman as Employee of the Month for August 2001 and authorize the President of the Board to sign the commendation.

**Background**

In September 1984, you approved a resolution establishing an Employee of the Month program and in December 1984, you honored the first San Mateo County Employee of the Month.

The Selection Committee has reviewed the nominations and recommends that Julie Hoffman, Executive Secretary, in the Health Services Agency be the August Employee of the Month.

**Discussion**

A County employee for nearly 25 years, Julie is Executive Secretary to the Health Services Agency Director, Margaret Taylor. Julie is one of the best phone ambassadors in all County government. She handles hundreds of calls a week, in a kind and caring, calm way, regardless of what the person on the other end of the phone is saying. Over and over, colleagues, patients, other staff, and the public comment on how well Julie has treated them and how special she makes them feel. She is a master of referring people to the correct service. Her skills as a "call manager" for people needing help and follow-up are excellent because she knows the programs Health Services provides.

Julie has assumed a number of important responsibilities. She supervises a number of high school and college students working in Health Services, teaching them good work skills and how to adapt to the workplace. She does an excellent job of putting together meetings, understanding the urgency of requests, and knowing how to contact the right people. She serves as resource and "coach" to all new and long-time clerical staff, as well as all staff working on Board of Supervisors contracts and memos.

Julie volunteers to work on all the Health Services special events and routinely works 10-hour days, especially since another secretarial position was left vacant. She is amazingly cheerful and supportive of all those who work around her. Her relationships with staff throughout the County are excellent; she can get anything fixed or handled in any kind of emergency. She understands the County system and teaches others how to work with it.

Our County is fortunate to have Julie Hoffman as one of its outstanding employees.