

# Employee of the Month

# April 2021

## Kim R. Gott

### Office Specialist I Public Safety



Kim Gott, Office Specialist I, Emergency Management, is being recognized for excellent customer service in conjunction with her oversight of the COVID Call Center. Under her supervision, call takers helped citizens navigate the vaccine preregistration process. Kim was quick to recognize senior citizens that required special accommodations and make appropriate referrals. Under Kim's direction, Call Center staff completed outreach to hundreds of seniors and verified that vaccinated individuals were removed from the Zendesk database so time was not wasted with duplicate calls. Because of Kim's can-do attitude, Calvert seniors received vital communication and essential support with vaccination services.

**Presentation**  
**BOCC meeting**  
**May 4, 2021 at 10 a.m.**

**This event may be viewed:**

**Calvert County Meetings-on-Demand**

Please take a few minutes to recognize a coworker or a team for outstanding job performance or for going above and beyond on some special project or activity by nominating them for the appropriate Employee Recognition Committee award.

**Guidelines and the Nomination Form**

