

R1 Adopt a resolution which recognizes Brook Lowther, County Executive Officer Assistant - Confidential, of the County Administrative Office as Shasta County's Employee of the Month for March 2025.

STAFF REPORT

BOARD MEETING DATE: March 11, 2025

CATEGORY: Board Matters 1

SUBJECT: Adopt a resolution which recognizes Brook Lowther, County Executive Officer Assistant - Confidential, of the County Administrative Office as Shasta County's Employee of the Month for March 2025.

DEPARTMENT: Support Services

SUPERVISORIAL DISTRICT #: All

DEPARTMENT CONTACT: Monica Fugitt, Director of Support Services, (530) 225-5515

STAFF REPORT APPROVED BY: Monica Fugitt, Director of Support Services

<u>Vote Required?</u>	<u>General Fund Impact?</u>
Simple Majority Vote	No Additional General Fund Impact

RECOMMENDATION

Adopt a resolution which recognizes Brook Lowther, County Executive Officer Assistant - Confidential, of the County Administrative Office as Shasta County's Employee of the Month for March 2025.

DISCUSSION

Brook Lowther was hired in July 2022 as a County Executive Officer Assistant - Confidential, during which time, she worked with three County Executive Officers. Throughout the changes in her department, and the broader County, Brook has consistently demonstrated high quality customer service through her unique and engaging interactions with representatives from County Departments, members of the public, and anyone trying to connect directly with the County Executive Officer. In many respects, Brook is the face of the County Administrative Office as she is often the first-person people engage with, either in-person, via email, or over the phone, as she is the keeper of the gates and takes that responsibility seriously. Often callers are frustrated, unsure of what information they are looking for, or unfamiliar with the services the County provides, Brook kindly steers them in the right direction while providing them with detailed information on who to follow up with, even if it is in another Department.

Brook is also the face of innovation and teamwork within the County Administration Office. On any given day, Brook takes a swing at the curveballs thrown her way by the leadership team, often paired with challenging scheduling demands. At various points over the past twelve months, the County Administrative Office has been short staffed, Brook has stepped up by learning new responsibilities. Additionally, Brook does not hesitate to help other County Departments when then are in need. An example included Brook regularly covers Support Services front desk when the department has all staff meetings or trainings. Regardless of what is being thrown at her, Brook coordinates with all parties to ensure nothing slips between the cracks.

Brook is a role model for other public employees due to her positivity, cheerful attitude, and willingness to dependably roll with the punches. Brook maintains a smiling, solution-oriented approach to problems, and is a beacon of optimistic morale throughout the County Administrative Office, Clerk of the Board Team, and the County as a whole. One of Brook's coworkers stated that "whenever she is absent, we are lesser without her and are grateful she continues to return to work every day."

For the reasons stated above, the Employee Recognition Committee recommends Brook Lowther, County Executive Office Assistant - Confidential, in the County Administrative Office be selected as the Employee of the Month for March 2025.

ALTERNATIVES

No alternatives are recommended.

OTHER AGENCY INVOLVEMENT

The Employee Recognition Program was developed and operates with significant input from, and involvement by, County departments and employee bargaining units. The Employee of the Month nomination is submitted by the Employee Recognition Committee made up of Brittany Murphy, Assistant Director of Support Services; Rhonda Payne, Staff Services Manager; Captain Logan Stonehouse; Jared Biddle, Senior Administrative Analyst; and Sergeant Ken Koenen.

The Employee Recognition Program wishes to extend their thanks and appreciation to the following contributors: Shasta County Sheriff's Administrative Association (SAA), Teamsters Local #137, Board of Supervisors, and Department Head Forum.

FISCAL IMPACT

The cost of the Employee Recognition Program is nominal and is included in the Support Services - Personnel Budget (BU 130) for Fiscal Year 2024-25.

ATTACHMENTS:

1: Resolution - EOM March 2025

RESOLUTION NO. 2025-XXX

**A RESOLUTION OF THE BOARD OF SUPERVISORS
OF THE COUNTY OF SHASTA
RECOGNIZING BROOK LOWTHER
COUNTY EXECUTIVE OFFICE ASSISTANT - CONFIDENTIAL
OF THE COUNTY ADMINISTRATIVE OFFICE
AS MARCH 2025 EMPLOYEE OF THE MONTH**

WHEREAS, the Board of Supervisors of the County of Shasta has adopted the Shasta County Employee Recognition Program to identify exceptional employees who deserve to be recognized and honored for their contribution to County service; and

WHEREAS, such recognition is given to employees meeting the criteria of the program, namely exceptional customer service, professionalism, high ethical standards, initiative, innovation, teamwork, productivity, and service as a role model for other public employees; and

WHEREAS, the Shasta County Employee Recognition Committee has considered all current nominations for the Shasta County Employee of the Month.

WHEREAS, Brook Lowther was hired in July 2022 as a County Executive Officer Assistant - Confidential, during which time, she worked with three County Executive Officers. Throughout the changes in her department, and the broader County, Brook has consistently demonstrated high quality customer service through her unique and engaging interactions with representatives from County Departments, members of the public, and anyone trying to connect directly with the County Executive Officer. In many respects, Brook is the face of the County Administrative Office as she is often the first-person people engage with, either in-person, via email, or over the phone, as she is the keeper of the gates and takes that responsibility seriously. Often callers are frustrated, unsure of what information they are looking for, or unfamiliar with the services the County provides, Brook kindly steers them in the right direction while providing them with detailed information on who to follow up with, even if it is in another Department.

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a whole. One of Brook's coworkers stated that "whenever she is absent, we are lesser without her, and are grateful she continues to return to work every day."

For the reasons stated above, the Employee Recognition Committee recommends Brook Lowther, County Executive Office Assistant - Confidential, of the County Administrative Office be selected as the Employee of the Month for March 2025.

NOW, THEREFORE, BE IT RESOLVED that Brook Lowther, County Executive Office Assistant - Confidential, of the County Administrative Office is hereby named Shasta County Employee of the Month for March 2025.

DULY PASSED AND ADOPTED this **11th** day of March 2025, by the Board of Supervisors of the County of Shasta by the following vote:

AYES: X
NOES: X
ABSENT: X
ABSTAIN: X
RECUSE: X

KEVIN CRYE, CHAIR
Board of Supervisors
County of Shasta
State of California

ATTEST:

DAYID J. RICKERT
Clerk of the Board of Supervisors

APPROVED AS TO FORM:
JOSEPH LARMOUR
County Counsel

By: _____
Deputy

By:  Signed by: Trisha Weber
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