Nomination of Kissuh Banks

Submitted by Wanda Nathan

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*“Your customer doesn’t care how much you know until they know how much you care”*

Damon Richards

It is my pleasure to nominate Kissuh Banks, Vendor Service Representative in the Financial Aid Payment Office for the I AM Workforce Solutions Customer Service Award. Kissuh has worked with Workforce Solutions for the past twelve years both at Payment Office and in Career Offices and I am profoundly impressed by the exceptional quality of service she provides daily to everyone who contacts the Payment Office seeking assistance.

**Impact:** Kissuh’s attention to detail is spotlighted every time she touches a customer’s request or prepares a vendor’s file. Her work is completed with few or no errors and she always has time to spare when projects are sent her way. She has a gift for calming a customer that has experienced issues with their financial aid or a vendor that panics when issues arise that effect their status or payments.

**Effectiveness**: Often customers contact the Payment Office with questions and concerns about their financial assistance. Kissuh is always willing to listen, take action and go the extra mile in insuring that the customers are guided through the process. Just the day prior to writing this recommendation, a customer spoke with Kissuh with concerns of her child care financial assistance being terminated as a result of not using her card. Kissuh immediately went to the child care database, confirmed the information and explained to the customer what needed to take place now and in the future to resolve the issue. She then contacted the vendor who was new to the system and coached them on the appropriate steps to take if the issue ever appeared again. Coworkers and other departments seek Kissuh’s assistance in solving complex issues as she does it with ease and comfort. It’s not uncommon to see her on the Workforce Solutions website, searching for answers, solutions, and current practices.

**Innovation:** Kissuh’s program expertise garners respect and recognition from her coworkers and management. In addition, her quick wit and “fix it” attitude have often resulted in specific requests for her to serve on multiple workgroups and special projects created to improve the vendor and customer’s experience at all levels of service.

**Significance:** Having Kissuh on our team not only benefits customers and vendors, but she also is a morale booster and cheerleader during peak seasons of our department’s productivity. We have received accolades for positive experiences from vendors and customers, but none of this would have been possible if it were not for the actions of Kissuh Banks!

**Summary:** Kissuh’s success in her actions is directly related to her desire to serve people around her as well as her vast knowledge of Workforce Solutions resources. How can she help but to garner respect and recognition from customers, vendors, coworkers and management with her competence, her “win-win” attitude and an “everybody is important” philosophy?