



Chatham County, NC

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Title: Presentation: Customer Service Award Named for Dawn Stumpf

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Presentation: Customer Service Award Named for Dawn Stumpf

Action Requested: Announce the new award for customer service and make a special presentation to family members of Dawn Stumpf

Introduction & Background:

In her 16 years as Director of the Chatham County Board of Elections, Dawn exemplified “outstanding customer service” in the pursuit of administering elections in a fair and impartial manner.

The County Manager named the customer service award in Dawn’s honor for these reasons: “Dawn was a bright light, a beacon of friendliness and compassion, intertwined with extreme competence and excellent customer service. Dawn embodies what I call the Chatham Way: she did her job expertly, while making friends along the way. She made everyone feel welcome and she did it while being the best elections director in the state.”

The new award will recognize individual employees who demonstrate Chatham County’s commitment to great customer service delivered with friendliness and expertise. In other words: Doing It the Chatham Way.

The County Manager will select the recipients using an informal process based on commendations from the public or internal customers. Department heads and others are urged to forward such communications to the County Manager. The award will not have a specific schedule. The recognitions will be made as merited. Each recipient will receive a special desk item to display in his or her office.

Discussion & Analysis: NA

Budgetary Impact: NA

Recommendation: Recognize the new Dawn Stumpf Award for Customer Service and present a plaque of commemoration to her family.