

## September 2007 Employee of the Month

### Chenel Monroe – Risk Management Assistant

Chenel Monroe began working at the District in early 2006 to provide temporary clerical support during the District's transition from the Ross to the S-A-P payroll system. Almost immediately, Chenel put forth the extra effort to begin learning the payroll system and providing support in that area. In November of 2006 her responsibilities increased significantly upon the departure of the District's Payroll Administrator. With no formal previous experience or training in payroll, she became immersed in the District's implementation of the S-A-P Payroll system until a new Payroll Administrator was selected. Chenel's ability to learn quickly, and her willingness to tackle problems, resulted in her designation as a regular District employee.

Shortly thereafter, Chenel was administering the District's entire Payroll system single handedly during family leave of the recently hired Payroll Administrator. For the next seven biweekly payroll cycles, Chenel worked closely with S-A-P consultants to resolve programming "bugs" associated with the infinitely more complex S-A-P payroll system. In addition, Chenel provided outstanding customer service by pleasantly addressing individual employee payroll related issues with direct deposits, taxing, leave accruals and a myriad of other system related issues. Chenel's focus on quality made the transition of the payroll system seamless to District employees since they were paid on time and correctly.

Chenel's accomplishment is truly remarkable when you consider that less than a year before she had virtually no payroll experience.