

NOMINATION FOR OUTSTANDING PERFORMANCE AWARD

The Outstanding Performance Award Program provides an opportunity to honor General Employees who are outstanding contributors to the organization

Employee Name: Meagen Ricks

Job Title: Operation Supervisor

Department/Division: Leisure Services / Administration

I hereby nominate Meagen Ricks **for the Outstanding Performance Award for the reasons stated below:**

Meagen was promoted to the Operations Supervisor of the newly renovated Signature Sunrise ballroom in May of 2025. Although she continued to manage the responsibilities of the position she was vacating (Administrative Assist I), she was tasked with preparing the Signature Sunrise to open from an administrative standpoint only a few months later, as a grand opening was scheduled for October 4, 2025.

Meagen developed comprehensive documentation, including contractual agreements, rules and regulations, FAQs, layout plans, etc. This administrative infrastructure was created from scratch, and required extensive collaboration with a variety of other City departments/divisions such as Risk Management, the City Attorney's Office, Finance, and the City Manager's Office. Her above and beyond efforts set the Leisure Services Department up to hit the ground running successfully when the facility opened.

After opening, Meagen has become the day-to-day point person of the operation and has done an excellent job balancing a very unpredictable workload. She is readily available for customers, making sure she responds quickly to inquiries while also managing to take unscheduled requests to see the venue. She is laser focused on the customer and takes a massive amount of pride in providing the best customer service possible. Whether it is a wedding, baby shower, repass, or any other life event, Meagen knows that it may be one of the most important events of a customer's life. She is willing to stay late for a facility viewing, and consistently has extended conversations to make sure a customer is comfortable with every detail.

Additionally, Meagen is proactive in solving problems and streamlining processes to create a more efficient workplace. Her experience in multiple administrative roles within Leisure Services has prepared her for her new role, and she has continued to represent the City extremely well.

Name and Signature of Nominator **Date**

Kevin Pickard 1-15-26

Name and Signature of Director **Date**