

Southern Region – Isaac Cline Regional Award Nomination
Category: Support Services
Nominating Office: WFO Corpus Christi

Nominee: Cheryl Sutherlan, Administrative Support Assistant

Citation:

Ms. Sutherlan's exemplary and unwavering dedication in administrative management, cutting edge initiatives, projects and teamwork sets a new standard for support services.

Nomination:

Ms. Cheryl Sutherlan, Administrative Support Assistant (ASA) at Weather Forecast Office (WFO) Corpus Christi performed a variety of administrative and team-oriented activities well exceeding her normal duties. This has led to improved office efficiencies with several cutting edge initiatives for the office, which have allowed for more effective customer service.

Cheryl updated our Skywarn Spotter Database through collaboration with the Warning Coordination Meteorologist (WCM) by adding new weather spotters, new contact and geospatial information, and removing obsolete data. The WFO is able to utilize the spotter database in KML format in Google Earth. Cheryl also quality controlled and threaded daily climate data in Excel for the Laredo area for the period 1900 through 2009. This database will be incorporated into the Applied Climate Information System (ACIS) establishing the Laredo area ThreadEx site. Ms. Sutherlan's work will allow our office to produce operational daily and monthly climatic summaries for Laredo beginning October 1st. This will greatly benefit several user groups including media, academia, agricultural community, and emergency management.

Ms. Sutherlan also assisted the office with coordinating a Regional Diversity Workshop. Cheryl developed a preliminary list of potential WFO participants, staff, volunteers and presenters. She communicated preliminary information with participants by email and gathered their presentation material and biographical information. She also made accommodations for the guests. In addition, Cheryl developed a conference schedule, created registration information, ordered necessary supplies, and finalized the workshop agenda and attendees list in a timely manner leading to a successful event.

Ms. Sutherlan enhances information and communication for the staff by planning and scheduling meetings and appointments both internally and with our external constituents. She also organizes and maintains paper and electronic files, developed a unique billing methodology; and regularly disseminate information to the local staff and partners. Cheryl managed several personnel travel itineraries for Decision Support Services deployments at the BP Horizon Oil Spill, the Southern Region Operations Center, and for All-Hazards exercises at Texas A & M University.

Cheryl also proactively switched electric companies for several venues such as radar facilities and our operations building in a deregulated energy environment bringing a substantial savings to the office. Six WFOs in Texas followed suit generating considerable cost savings for

Southern Region. Cheryl also assisted in providing training and orientation for new staff members. Cheryl created Excel spreadsheets to proactively track office procurements and expenditures. Cheryl is instrumental in communication with several office reports for IT infusion, diversity, climate, and staff meetings.

Also aside from her daily ASA duties that Cheryl performs in an exemplary manner, Ms. Sutherlan also been a team member on Cooperative Observation Program Team assisting with site visits performing Maximum-Minimum Temperature Sensor (MMTS) maintenance, and she also has brought our office Diversity, Safety and Continuity of Operations programs to the next level during this same time period. Cheryl has also taken an active leadership role in mentoring incoming personnel. The WFO took on three volunteers, one SCEP student and three new employees during the fiscal year. Ms. Sutherlan provided training and instruction on administrative and procedural items at the office for the new employees and volunteers. Her mentoring and leadership accelerated the learning process for all involved. Knowing their vital importance to the future of the agency, Cheryl goes out of her way to mentor the new employees and teach the value of servant leadership.

In summary, Cheryl's interpersonal communication, acumen and professional approach have been outstanding. She consistently demonstrates innovation and dedication to her work with a strong commitment to excellence. In an office where going the extra mile is a common occurrence, Ms. Sutherlan has set an amazing standard for the rest of the NWS to follow. Her leadership, character, and helpful attitude are truly sources of inspiration for the staff in WFO Corpus Christi. Mr. Sutherlan is an outstanding public servant and leader; she is most deserving of the 2010 Cline Award for Support Services.