

## **SUPERIOR ACCOMPLISHMENT AWARD**

**QUARTER 2, FISCAL YEAR 23-24  
OCTOBER 2023**

**Employee:** Ciera Collins  
**Unit:** Administrative Support, Redding Office  
**Title:** Seasonal Clerk  
**Supervisor:** Clint Snyder, Assistant Executive Officer

The Central Valley Water Board's Redding office management team is pleased to select Ciera Collins for the Superior Accomplishment Award. Ciera is being recognized for her admirable performance as a Seasonal Clerk and important member of the Redding Administrative Support Unit.

The Redding Admin Unit contains two full time positions and two part time Seasonal Clerks; its responsibilities vary, providing essential service to about 55 employees. The Admin Unit is a central component to the office's daily operations as it manages incoming phone calls; processing correspondence, permitting actions, and Board orders including ADA compliance; vehicle maintenance; in office IT assistance; and a multitude of other tasks requested from staff and the management team.

Ciera has been with the Board since May 2021 and since then has become an integral part of the team. Her work ethic and eagerness to help in any way she can is commendable. Ciera has taken the initiative to revise the office's ADA remediation training guide, and created detailed instructions and examples on how to format and process documents properly and efficiently. She has aided in updating internal forms to make them more user friendly and constructive to the document production system; has trained new staff on administrative procedures; and handles all front office tasks when her peers are out of the office. Ciera produces high quality work products and is diligent in following established processes and procedures. She strives to seek out more advanced training opportunities to further her career goals and requests special projects that further assist the management team between her core Seasonal Clerk responsibilities.

Ciera's noteworthy contributions and dedication to the Central Valley Water Board, along with her positive attitude and professionalism are most appreciated. We are grateful to have her as an integral part of the Redding team!