

Communications Officer IV Melanie Givens

Communications Officer IV (COIV) Melanie Givens has been selected as September Communications Officer of the Month. COIV Givens has been employed with the Department of Emergency Communications since September 19, 2005. Since her employment with the Department, COIV Givens holds the title of Communications Training Officer, but is also a well-seasoned Radio Operator in conjunction with being a knowledgeable Teletype Operator.

When tasked with an issue or problem, COIV Givens works hard to get the job done, utilizing her knowledge of the job and impeccable skill set. From working for her co-workers in their time of need, to filling in for the Department when needed, COIV Givens always answers her call of duty with a smile. She has a hand in training every trainee that comes to D-Platoon and also assists in training on other platoons while working overtime. Being 1 of 2 CTO's on D-Platoon, she is constantly training new hires and tenured employees that are aspiring to gain new skill sets. For example, COIV Givens trained COII Ryan Clarke, July CO of the Month nominee, then COI Curtis Shepherd, August CO of the Month nominee, and COII Aishah Robinson in teletype. It is a direct



correlation between effective training and employee performance. She has a systematic approach to training which focuses on problem-solving. COIV Givens is very aware that training and development is the most significant factor required for organizational growth, and increased levels of productivity for the

Department.

COIV Givens is one of the employees people look to in the time of need, whether it's to lend a helping hand, assist in staffing shortages, or a much needed cheering up, she is a Communication Officers you can go to. She is dedicated to this profession because she incites enthusiasm and creates an environment that is conducive to one being motivated. Not only does she work hard at adhering to Department set standards, but she also represents the Department with class and shows great strength and passion and vision, when it comes to building a new and improved Department of Emergency Communications.