

ECO Heather Johnson

Emergency Communications Officer (ECO) Heather Johnson is a great candidate for the honor of June's Emergency Communications, officer of the month. ECO Johnson is dependable, reliable, and consistent in her job performance. ECO Johnson is that invaluable employee who makes supervising any group of people a little easier. The job that we love to do in the Emergency Communications Center comes with an amazing amount of stress on a normal day, but her passion, knowledge, and demeanor are a huge asset to A-Platoon and the department in the most stressful of times. Sometimes she is the calm voice of reason, and other times the harsh voice of a brutal reality, but at all times she is the helping hand to a job well done.

ECO Johnson is my nomination this month for her commitment to quality customer care, in servicing our internal as well as our external customers. She is a dedicated team player who is willing to step in and do whatever she can to assist. During down times she can be found helping co-workers complete training or reviewing policies. ECO Johnson is a support to others whether it's lending a compliment on a job well done or offering constructive criticism when it is warranted. Her high level of professionalism is especially appreciated by our external customers and ensures quality, effectiveness and an accurate response to emergency and non-emergency calls. She is polite and looks to help whoever she comes in contact with. ECO Johnson is newly released in tele-type and is still getting settled in to learning the flow of the position. On Friday, June 26th, Officer Sandlin sent a note of com-



pliment about his experience with her:

“Good Morning Sir!

I just want to tell you about one of your communication officers. Her name is Johnson and she was working OT on Friday the 26th of June (today). I just have to let you know how much she has helped the past two

days. Officers recovering vehicles are not placing the information in the reports. So I have to call teletype and ask to send me the information from the Pink and Blues. The past few days I have had to call and get the information multiple times. She is always very helpful, never complains, and has a great attitude. I just wanted to let you know that I am very grateful for the way she has handled the situations for the past few days. It makes my job a hell of a lot easier. I wish there were more like her.

Have a great day!”

ECO Heather Johnson, leaves a lasting impression on all those she has the opportunity to assist, but we here at Emergency Communications get to experience that first hand, every day. ECO Johnson works hard and still takes the time to take the lead on most of our Sunday Dinners. On Sunday June 21st, ECO Johnson collected money from the women on A-Platoon, pre-ordered and made arrangements to pick up lunch, and served the men of the platoon for Father's Day. I too, wish there were more like her.