

# EMPLOYEE RECOGNITION AWARD

July 2025

**EMPLOYEE:** Layla Hernandez

**UNIT:** Administrative Unit

**TITLE:** Seasonal Clerk

**SUPERVISOR/TITLE:** Ashlyn Ross, Staff Services Manager I

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Layla Hernandez is being recognized for her fabulous work in the Administrative Unit. Since she joined the team in January 2025, Layla has displayed a remarkable ability to quickly learn, adapt, and thrive in a fast-paced environment. She has embraced each challenge presented with professionalism, composure, and initiative. She consistently delivers high quality work with great attention to detail. She quickly exceeded the expectations of her position, asked insightful questions early on, and made it a priority to understand her responsibilities thoroughly. Her work is accurate, well organized, and reflects the pride that she takes in her work. She frequently anticipates the needs of others and takes proactive steps to ensure a seamless experience for staff and members of the public.

Layla has been thrown into numerous unprecedented and complex scenarios, including heightened customer service interactions, managing office packing efforts, and many, *many* last minutes shifts to her workflow, all of which she handled with grace, confidence, and wonderful prioritization skills. Her tactful communication and de-escalation skills allow her to effectively manage difficult situations with a positive, respectful demeanor.

Layla is also incredibly dependable and takes initiative without hesitation. She consistently completes her assigned work ahead of schedule, allowing her to take on additional tasks, support other team members, or polish her skills with trainings. She is organized, punctual, and solutions oriented, regularly proposing thoughtful improvements to our workflow and operations. When issues arise, Layla presents thoughtful and actionable solutions and takes ownership when she has the knowledge to do so.

One of the most demanding projects she has worked on this year has been ongoing construction, impacting the entire 60,000 square foot office. As the schedule and access points change repeatedly, often with little to no notice, Layla has remained flexible and responsive. She consistently maintains clear communication with staff, while troubleshooting logistics. Her uplifting and approachable presence help to reduce confusion during high-stress periods.

Notably, Layla is the only staff member that reports onsite five days a week. Her consistent presence and reliability have been critical to the success of our

operations. She is collaborative, inclusive, and has become a go-to resource for staff. Whether handling a difficult interaction or juggling multiple priorities, Layla approaches each day optimistically, enthusiastically, and with kindness. Staff frequently turn to her for assistance and guidance, and her peers consistently praise her helpfulness.

Layla's work ethic, problem solving, and professionalism make her an invaluable member of our team and truly deserving of this recognition. I am beyond grateful for her contributions and proud to recognize her as a standout member of Admin!