



## The 2017 President's Award for Excellence in Clerical Service – Kathryn Pierce

Kathryn Pierce is a Secretary 1 in the Office of Human Resources, who assists in serving approximately 850 state employees, 40 Research Foundation employees, 475 student state employees, 151 student Research Foundation employees and the general public.

Kathie is often the first person a customer works with when they call or visit the Human Resources office. She is essential in ensuring each customer leaves with the appropriate information, whether she is providing the information herself, directing them to the appropriate staff member, or directing them to the appropriate department on campus. Kathie's vast knowledge of the online recruiting system (SPOLR) allows her to assist many employees and external applicants with submitting their online

application.

Kathie has embraced learning student payroll and benefits tasks providing faster service to students, faculty and staff. Her willingness to learn these additional tasks allows for the payroll team to continue to process payroll on time, due to fewer interruptions.

Kathie is also responsible for executing multiple grant applications annually through the Employee Assistance Program and the NYS/CSEA partnership. She ensures the grants are processed, the campus is reimbursed for the payments, and the proper department receives the merchandise. Due to Kathie's diligent efforts, valuable items are provided to the campus community. For 2016 alone, the grants totaled approximately \$5,000.

Kathie is known to provide professional and competent service in a manner that is patient, sympathetic, and kind.

In recognition of her exceptional skills and personable approach, SUNY Potsdam presents Kathryn Pierce the 2017 President's Award for Excellence in Clerical Service.