

LANCASTER COUNTY TREASURER
ANDY STEBBING

Candace Meredith
Chief Deputy

555 South 10th Street
Lincoln, NE 68508

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January 3, 2017

Lancaster County Treasurer Employee of the Year Nomination:
Motor Vehicle Clerk Craig Gerdts

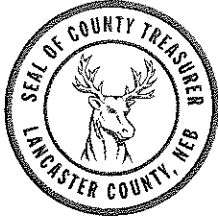
Craig Gerdts joined the Lancaster County Treasurer's Office as a MV Clerk in November 2014, after several years of managing a successful family business. Craig joined our team with extensive knowledge and experience in cash handling, balancing and customer service. Having worked in our office two years now, Craig has established a good working relationship with his co-workers, and has developed a reputation of hard work, and a willingness to help others in any way he can.

Craig generally works a customer service window and prides himself on fair, reasonable and friendly service to all who come to his window. He is compassionate, understanding and cares about helping resolve any problem by offering solutions; while complying with legal guidelines and policy requirements.

Craig has quickly established himself as an excellent worker who is extremely knowledgeable and capable of multiple tasks that need completed quickly with reliable accuracy. Craig has been selected to process titles that are transferred from out of country. Out of country titles are often very difficult and require a keen eye. Craig is also the back up to our Assessment Desk that tracks changes, updates and assignment of tax and fees to motor vehicle transactions and as a part of our Audit Team responsible for accounting, verifying and balancing the various motor vehicle transactions by our 30 employees to ensure the funds collected are accurately accounted for and distributed properly.

For these reasons, and more, it is my pleasure to recommend Motor Vehicle Clerk Craig Gerdts as the Employee of the Year. Craig is a credit to our office and is truly deserving of this recognition of his hard work and dedication to our office and customers.


Donald K. Arp, Manager
Motor Vehicle Services



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January 5, 2017

Lancaster County Treasurer Employee of the Year Nomination:
Motor Vehicle Coordinator Kacey Walkowiak

Kacey Walkowiak has been selected as the Employee of the Year for her outstanding problem solving skills and attention to detail. Kacey has been employed with Lancaster County since 2000 and is an audit supervisor at the Motor Vehicles Division. Kacey's main responsibility is to balance daily transactions for motor vehicle, driver's license and title inspections. Our MV division processes over \$100 million a year in cash, checks, and credit cards at our three locations. Faced with an antiquated state system, her extensive knowledge in the MV database has attributed to Kacey identifying problems that she has been able to resolve in a timely and efficient manner on many occasions. We like to say, "Kacey can find a needle in the haystack". In fact, when a computer outage caused record deletion and a cashiering nightmare, Kacey balanced before the system was enabled and she was accurate; the system was five cents off.

Kacey has been instrumental in the cross training program by teaching others her balance and audit skills of our motor vehicle and driver's license activity. She has brought a lot of new ideas to the table to optimize the customer service experience. Kacey leads by example, she easily recognizes the needs of the office on a day to day, and hour by hour basis and will prioritize her workload with ease. You will often see Kacey, take a window to help with lines, answer phone calls to lower the que and assist her fellow Coordinators to keep the work flow optimal. Kacey genuinely cares about this office and about the employees. She works to make them more knowledgeable, confident and qualified; while always keeping the best interest of the office and our customers in mind. Kacey is truly an asset to our office. For these reasons, it is my pleasure to recommend Motor Vehicle Coordinator, Kacey Walkowiak as the Employee of the Year.

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Chief Deputy Treasurer

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