

## *Staff Employee of the Week*

### **Wanda Hamlin**

**JOB TITLE:** Mail Operations Supervisor

**HOME DEPARTMENT:** Office of Undergraduate Admissions

**COLLEGE OR VP AREA:** Sr. Vice President and Provost

**NOMINATED FOR:** Staff Leadership Award

**NOMINATED BY:** Dee Perkins

**VIRGINIA TECH HIRE DATE:** December 10, 2000



### **SUMMARY**

Wanda is the Mail Operations Supervisor who manages the Office of Undergraduate Admissions' mail room. She handles on average 100,000 pieces of incoming mail annually. This includes applications (freshman, transfer, international and non-degree), high school and college transcripts, SAT scores, letters of recommendation, supplemental high school forms, first semester grades, and general mail for the office staff. Wanda also prepares an average of 50,000 pieces of outgoing mail annually. She is responsible for processing application change requests and for notifying applicants of updates.

She is a team leader and a role model. She is always willing to assist others in any way possible. Her professionalism and pleasant demeanor make her a pleasure to work with. Wanda is very approachable and takes extra care to ensure she not only answers the questions but makes sure that you understand. She takes pride in her job and goes the extra mile. While most offices on campus closed during the Christmas holiday, Wanda came in everyday and made sure that the mail was processed in a timely manner. She has a "whatever it takes" attitude and volunteers without complaint to work overtime to meet the goals of the office. She understands the importance of confidentiality and handles large volumes of sensitive data with discretion and professionalism. She is respectful of internal and external customers and makes every attempt to process their request in a timely manner. Wanda's knowledge and experience are unsurpassed. She is truly an asset to her department and contributes a great deal toward meeting the departmental goals.