

## *Staff Employee of the Week*

### **Penny Mills**

**JOB TITLE:** Parking Assistant Manager

**HOME DEPARTMENT:** Parking Services

**COLLEGE OR VP AREA:** VP for Administrative Services

**NOMINATED FOR:** President's Award for Excellence

**NOMINATED BY:** Richard McCoy, Parking Manager

**VIRGINIA TECH HIRE DATE:** February 25, 2000

#### **SUMMARY:**

Penny has exceeded her duties many times to enhance the customers experience with Parking Services. She has been with Virginia Tech for more than eight years and has consistently performed in an outstanding manner.

Penny runs Parking Services' business operations and is responsible for a complex series of financial activities amounting to than \$3,500,000 in annual revenue. She manages this operation in a superb manner as demonstrated by the very high marks audits.

Parking unlike other departments is responsible for its own billing and reporting. Penny spends considerable time to ensure this is done correctly, including writing and creating new reports to meet new demands. Parking has almost no customer issues with Penny's hard work.

She is an excellent leader and runs an efficient and very effective business operation in Parking Services. She also brings enthusiasm to work and her department. Parking Services and Virginia Tech has greatly benefited from Penny's dedication.