

Staff Employee of the Week

Don Ramsey

JOB TITLE: Custodial Operations Coordinator

HOME DEPARTMENT: University Unions & Student Activities

COLLEGE OR VP AREA: VP for Student Affairs

NOMINATED FOR: Governor's Star Award

NOMINATED BY: Scott Reed, Sr. Associate Director for Operations

VIRGINIA TECH HIRE DATE: February 25, 2001



SUMMARY

Don Ramsey, Custodial Operation Coordinator in Squires Student Center for University Unions, is truly an agency star. Don is very dedicated to our mission and consistently exemplifies the heart of our student union ideals.

Following our departmental core values with passion and consistency, Don stands out in his educational approach to overseeing his area. One of UUSA's core values is a commitment to excellence. Don's work illustrates this value. Starting with UUSA in 2007, Don has completely overhauled our custodial model of work quality by implementing rotating shifts for cross training, and initiating an evening custodial crew to address facility need at the busiest times of weekends and evenings. Further, Don has started a "white glove" assessment program for custodial operations. Through this program, Don regularly analyzes the quality of custodial care by closely assessing areas for cleanliness and quality. He recognizes accomplishments regularly, offers opportunities for advanced training, and works hard to help his crew correlate to the departmental ideals and administrative leadership team.

In addition to his efforts to work closely with departmental mission, values, and ideals, Don has received internal departmental awards illustrating his dedication to our core values.