

Staff Employee of the Week

Erin Poff

NAME: Poff, Erin

JOB TITLE: Customer Service Supervisor

HOME DEPARTMENT: Office of University Bursar

COLLEGE OR VP AREA: Vice President for Finance
and CFO

NOMINATED FOR: President's Award for
Excellence

NOMINATED BY: Rosa Lucas



SUMMARY

Erin has served the University in the Bursar's office as the Customer Service Supervisor for two and a half years. In this roll, Erin is responsible for the daily operations of the cash receipts and disbursement function of the Bursar's Office. She also ensures outstanding customer service and teamwork to accomplish area and office goals.

Through her own initiative, Erin has reduced paper consumption in the cash receipts area by 50% and made more efficient the processing of daily e-payment transactions. She has made several recommendations and has implemented many efficient and progressive procedures that have proven to save time, effort, and money.

Erin consistently provides excellent customer service to the university community as a whole. One way she does this is by consistently following up with the customer and owning the issue from beginning to end.

Erin demonstrates initiative by consistently volunteering to take on new task and to learn new aspects of the Bursar's office. She takes great pride in her job.

Prior to accepting her position at Virginia Tech, Erin was in the banking industry for four years. She is a Virginia Tech graduate.