

## Kent County Quality Service Employees of the Quarter



One of [Kent County's Core Values](#) is to **provide high-quality service** to internal and external customers. It is with great pleasure that we acknowledge **Zorimar Johnson** and **Michelle (Shellie) Sutherlin** for living out this value.

Ms. Johnson is a Juvenile Probation Officer Supervisor with the 17<sup>th</sup> Judicial Circuit Court and is recognized as one of the Kent County Quality Service Employees of the **2<sup>nd</sup> Quarter**. Zorimar's high-quality service has made a meaningful impact within the 17<sup>th</sup> Circuit Court. The individual who nominated Zorimar wrote:



"Zorimar is always willing to assist Spanish-speaking guests by interpreting for them to help staff to understand what our guests need. This morning, Zorimar went above and beyond in providing excellent customer service by escorting the guests to the Legal Assistance Center, to ensure the employees there would understand what paperwork the guests required to meet their need. Zorimar is always pleasant and patient, listens intently to guests and asks for clarification when needed. She is a true asset to the Circuit Court - Family Division."

It also worth mentioning that Ms. Johnson was also selected as the Quality Service Employee of the quarter in 2011 for providing excellent customer service to Kent County customers. We thank Ms. Johnson for her consistency in providing a high level of customer service throughout the years.



Ms. Sutherlin is a Clerk III with the Kent County Clerk/Register of Deeds Office and is also recognized as one of the Quality Service Employees of the **2<sup>nd</sup> Quarter**. Shellie's high-quality service has made a meaningful impact on the external customers of Kent County. The individuals who nominated her wrote:

"I write you this morning to extend my sincere thanks for a job well done and to acknowledge one of your people. Mrs. Shellie Sutherlin truly makes the business at the Kent County Clerk's Office function effectively! She helped us to see two emergency

CPL's to fruition in a timely manner. Mrs. Sutherlin not only managed the State Police background check which can be a daunting process in real time, but also followed back up with me when I had an issue with the standard CPL. She was efficient, super warm and truly empathetic of our predicament. She is a credit to the county and quite frankly, restored my faith back in government processes. I am a former veteran of the United States Army and we would joke that everything was a, "hurry up and wait" situation. Notwithstanding, her professionalism is second to none and I wanted her to be

acknowledged for how she runs her desk and the county's business. Everyone always emails with problems, but she made my day!"

Another nominator wrote:

"I had the pleasure of visiting the Kent County Clerk's office yesterday to submit my completed "dba" form. I am writing to commend your office for the ease and transparency of the process. The form was astonishingly simple and straightforward. The office was spacious and well organized and the clerk, Shellie Sutherlin, was cordial and efficient. It was a pleasure to see a government office run so well.

Thank you."



Please join us in congratulating **Zorimar and Shellie** for being recognized as Kent County's Employee Recognition for Quality Service award recipients. If you know a Kent County employee who is deserving of this recognition, please complete a nomination form at [www.accesskent.com/qualityservice](http://www.accesskent.com/qualityservice).

<b>Kent County Mission:</b> Through responsible budgeting and thoughtful planning, Kent County government is committed to providing resources and services that promote a high quality of life for the entire community.
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