

STATE OF CALIFORNIA



## MEMO

**To : ALL BOARD MEMBERS**

**Date: May 20, 2015**

**From : WILLIAM G. BRENNAN**

**Subject: CONSIDERATION OF NOMINEE FOR THE SOLON C. SOTERAS EMPLOYEE RECOGNITION AWARD RECIPIENT AS RECOMMENDED BY THE BOARD DEVELOPMENT COMMITTEE**

The Board Development Committee is recommending to the Board at its June 17, 2015, meeting that Jackie Grassinger receive the Solon C. Soteris Employee Recognition Award for a job well done.

Jackie is being recognized for her work in the Board's Mediation Program. Jackie has been with the Board since 1999 and has worked in both the legal division and the mediation division. Jackie is currently assigned to the mediation division where she mediates disputes between consumers, dealerships and manufacturers.

Jackie spends a large portion of her day communicating with Californians who are having some type of dispute regarding the purchase or lease of a new vehicle. She is a great listener and is always willing to give advice, learned from her many years at the Board, on the best avenue to pursue to resolve a dispute.

Jackie has recently spent a considerable amount of time working with the Board's two new reception staff and training them on the best practices for being the first line employee responsible for mediation in-take calls.

In addition to her duties as a mediator, Jackie also collects yearly vehicle sales data and works with other staffers on the collection of Board fees.

The Board's approval of Jackie for the Employee Recognition Award includes a check for \$250.00, a certificate of appreciation from Jean Shiomoto, Director of DMV, and certificate of recognition and appreciation from the New Motor Vehicle Board.

I believe the Employee Recognition Award is highly warranted, and recommend that the Board ratify the Committee's selection.