

# Summer 2020 Classified Excellence Award recipient: Connor Cantrell



Connor Cantrell. *Photo courtesy of Connor Cantrell*

Congratulations to **Connor Cantrell, Library & Archives Paraprofessional 4, Libraries**, recipient of the 2020 Summer Quarter Classified Staff Excellence Award!

One nominator wrote, "Connor has helped the library become a welcoming and inclusive place by making improvements to services, procedures, and processes. The training Connor has done with employees has helped them use equity-based critical thinking when responding to complaints and/or observing biased based incidents."

When the college shifted to remote operations, Cantrell established new interlibrary loan (ILL) processes to accommodate the need to work from home. She used her organizational skills to ensure all necessary staff had access to digital paperwork when needed and worked with each employee to make sure they had adequate support and the essential tools to perform their work during remote operations.

One colleague wrote: “Connor has shown outstanding customer service by listening to library patrons and adjusting normal procedures as needed to ensure each patron has the support to succeed. She worked with students to make sure they could register when they had fines and extended due dates when they required items longer for assignments.

“Connor’s dedication to ensuring our students have the best Clark College experience is one of the things that makes her a remarkable asset to the library. She listens to students when they are upset, confused, angry, and defeated and ensures that students are connected to needed resources.”

Another comment said: “Connor often leads by example and is always willing to offer a helping hand. Her ability to connect with people and provide clear communication while ensuring staff and patrons feel heard are some of her best attributes. Connor’s history of rising above and stepping into challenging issues while providing others the tools and knowledge to succeed and grow contributes to the best parts of the Clark Community.”

***Congratulations, as well, to all nominees for the 2020 Summer Quarter Classified Staff Excellence Award (excerpts of their nomination forms included):***

## **Chris Chaffin, Program Coordinator, Student Tutoring Services**

“Chris has exceeded every expectation. His role has shifted with increased responsibility and duties because of his abilities and his passion for excellence in everything he does. Chris has made it his personal mission to not only excel at his tasks but also to cushion others from being stretched too thin. He works independently and proactively and does everything in his power to solve all problems that come his way, including always looking ahead and problem-solving for

the next step. This is no small feat and speaks highly of his ability to prioritize complex problems and situations. Chris is highly active in many aspects of college life, dedicated to social equity on this campus, and is an advocate for all employees and students that seek his council. He always makes time to make everyone feel heard and valued. He faithfully attends speaker luncheons, trainings, festivals, and other events whenever he can. He regularly donates to college initiatives such as the Backpack Program, Foundation, Penguin Pantry, and more. He is also regularly asked to serve on hiring committees and councils. He bravely accepted the task of being a speaker for the Queer Student Luncheon and bared his soul to all in attendance regarding his struggles, fears, and triumphs. Chris gives of his time, money, heart, and spirit on a daily basis.”

## **Dan Ellertson, Retail Clerk Lead, Bookstore**

“Dan is a valued leadership team member at the Clark College Bookstore. His strong work ethic is consistently and clearly demonstrated on a daily basis. He performs his job with forethought, professionalism and accuracy. Dan’s positive attitude and his willingness to go above and beyond is apparent in all his interactions. There are days when he is pulled left and right; he deals with each situation, good or bad, with the highest degree of professionalism and a positive attitude. In his work, Dan looks for ways to improve efficiencies for the bookstore. Due to COVID-19, the bookstore changed their business model to serve students more efficiently while maintaining a high level of customer service. Dan collaborated with Web Services and management to implement an appointment tool, to schedule individual appointments for students to come into the bookstore for limited services, such as prepaid book pickup. Dan also has the innate ability to prevent difficult situations from

intensifying. When a difficult situation arises with a customer, he de-escalates it by listening to their concern, communicating to them in a considerate manner, empathizing with them, and working with them to find a resolution. Dan is well respected, admired, and appreciated by fellow employees.”

## **Jeff Kaliner, Program Specialist 3, Security & Safety Services**

“Since his hiring in August of 2018, Jeff has taken on leadership roles in unanticipated events such as free speech activities and a potential measles outbreak in Clark County. Beginning in March of 2020, Jeff’s knowledge, skills and abilities were tested as he was tasked with leading the college’s response to the COVID-19 pandemic. Jeff identified the potential for the disease to reach pandemic levels early and convinced college leadership to enter into a planning phase. Jeff revised the college’s Emergency Operations Plan.

“It might be an understatement to call COVID-19 a ‘special project’ but it certainly presented a unique set of challenges for Clark College. For an institution unaccustomed to managing an emergency of this size and complexity, COVID-19 could have been a completely destabilizing event. Fortunately, the College has Jeff Kaliner as our Emergency Program Manager – precisely the right person at the right time to lead us through this crisis.

“Former Interim President Sandra Fowler-Hill had this to say about Jeff, : ‘Jeff performed exemplary in managing several crises confronting the college last year. I was very impressed as I saw him quickly rise to the challenge of the COVID-19 crisis. All of his experience and skills were an asset in managing the college community safely through the crisis and onto recovery.’”

# **Charla Kimball, Fiscal Technician Supervisor, Accounting Services**

“Charla is always available and ready to help. It is often difficult for international students to admit that they are having financial difficulty. It can be difficult for some cultures to ask for help. Charla always has the students’ best interests at the forefront and always manages to be kind and understanding. Students often feel relieved and encouraged after speaking with her. She always goes beyond the task, offers alternative suggestions or new ideas on how to improve processes, and always follows-up when issues do not get resolved immediately. Charla has demonstrated exemplary work performance.

“A student wrote: ‘Financing college studies is never easy and as a member in this department, she has been instrumental in delivering her duties, understanding, patient, and also prompt in answering questions of any concerns. Despite remote operations and workload, I personally have been helped by Charla in different circumstances making me feel safe and comfortable in seeking advice from her.’”