

New CHOP
Farewell to Friends
New Faces & New Places
Put Your Best Phrase Forward
OA of the Quarter
FIND #515 : Proper Scanning
Park of the Quarter



January 2015



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OUR MISSION:

The Administrative Professional Council is dedicated to the overall enhancement of the profession in the Division of Parks and Recreation through the promotion and provision of education, training, communication and partnerships.

ADRIAN O'NEAL TO LEAD STATE PARKS OPERATIONS SECTION

James Adrian O'Neal, a 21-year veteran park ranger, park superintendent and district superintendent, has been promoted to chief of operations for the state parks system. He succeeds Mike Lambert, who resigned earlier this year to assume a similar position in Connecticut. Adrian is now responsible for park operations, resource management, environmental education programming, law enforcement, safety and facility maintenance for the more than 218,000 acre state parks system. A native of Dunn, Adrian graduated from NCSU in 1993 with a bachelor's degree in parks, recreation and tourism management. He began his career with the state parks system in 1993 as a ranger at Cliffs of the Neuse and later served at Carolina Beach. In 2003, he was promoted to superintendent of Lake Waccamaw State Park, and in 2004, he became the east district superintendent. Adrian's proven ability to work with various staff throughout the division along with his leadership skills make him a welcome addition to the NRC office and the state parks system as a whole!



FAREWELL TO FRIENDS: ROSILYN MCNAIR & MARY TUCKER

We bid a fond farewell to Rosilyn McNair who led the Division's personnel section for four years. We will especially miss her professional and informative HR presentations at Administrative Professional Training sessions and her ability to pinch hit for absent speakers.



We'd also like to wish a Happy Retirement to Mary Tucker who worked as the OA at Elk Knob State Park for five years after transferring from the DENR Library.

NEW FACES AND NEW PLACES

New River State Park- Leandra Weaver (*NEW*)

Falls Lake State Recreation Area– Kelly Dail (*Promoted to OAIV*)

PUT YOUR BEST PHRASE FORWARD

When speaking to visitors, our words and the way we choose to use them can have a big impact in the level of customer service we provide to visitors. Here are some tips to help you deliver exceptional customer service. "My pleasure" conveys enjoyment in helping meet the visitor's needs. "I can definitely help you" or "I can certainly find the information" leaves no doubt of your willingness to assist the visitor. "I absolutely understand and will be happy to pass along your comments" shows a willingness to see the visitor's perspective and assist them in solving their concerns. Offer positive responses, when appropriate be sympathetic, and remember to advise not patronize.

Conversely, using other common phrases may have unintended negative responses. For example, "no problem" - a visitor should never feel they were a problem. "To be honest with you" may suggest that you or another staff member may not have been honest earlier. "That's just our policy" may convey an unwillingness to see things from the visitor's perspective. Most importantly, be sincere, use common sense, and smile when interacting with all visitors. Choose positive sounding words or phrases that work for your personal style. Finally, no matter what you say, it sounds much nicer when you have a smile on your face.

OFFICE ASSISTANT OF THE QUARTER: JESSIE SUMMERS

At Raven Rock, as at all parks, the Office Assistant is typically the "front-person" for the park. This person is the primary contact for at least 80 percent of the park visitors. This brief contact gives the OA an opportunity to provide short and spontaneous environmental education programs. Jessie has taken advantage of this opportunity and has gone above and beyond to become a better educator. In the past year, out of her own interest, Jessie has worked hard for and received her Environmental Education Certification. This is required of the park rangers, but not of the Office Assistants.

As part of her certification, Jessie has over 200 hours of workshop experience and projects. For her main project, Jessie partnered with a local gardening club and built a pollinator garden, located in front of the Visitor Center. Jessie leads weekly hikes, has started several park events, brought in several guest speakers, and taught many public environmental education programs. Jessie frequently partners with the Friends of Raven Rock. Through that relationship, many of her programs have encouraged park visitors to donate back to the friends group. In the past year, on top of her other responsibilities, Jessie has led 93 public programs, reaching over 1,200 park visitors. Jessie also serves on the division's Interpretation and Education Action Team. This is what makes Jessie Summers our OA of the Quarter.



FIND #515-DOCUMENT SCANNING: PROPER TECHNIQUES

Document scanning is a vital skill employed with increasing frequency in this digital age. Valuable time and effort can be saved when original documents are scanned correctly before upload or submitting to other division staff.

Helpful tips for successful document scanning:

Step 1: Remove all clips, staples, etc.

Step 2: Align all pages so type is facing the same way.

Step 3: Choose the appropriate page orientation setting.

Step 4: Look to see that all pages are upright and legible.

Step 5: Save the document

Step 6: Use file naming that is easy to locate. (ex: FALA_Osha300_2014.pdf)

Step 7: Review the document one final time, after you attach it to an email or upload to the database. Make sure all pages are present, in order, properly aligned and legible.

*A comprehensive list of scanning tips and instructions will be available on the FIND Database.

APC TRAINING 2015

The APC is busy polishing our spring 2015 training for Office Assistants, and we already have an agenda packed full of hands-on instruction. We plan to focus on several of the DPR databases, such as e-File, Fixed Asset, and Vehicle/Trailer Use. Many of our talented DPR folks have signed on as instructors, including Tom Howard, Maria Cucurullo, Marla Laubisch, Tara Gallagher, Jerry Howerton, Carl Jeeter, and Adrian O'Neal. The APC members will provide support and assistance. The goal of the training will be to familiarize ourselves with these databases, and discover resources and shortcuts that will help us all to work more efficiently. Park and District Superintendents are invited to attend. Past experience has proven that these instructional sessions are beneficial to a circle far wider than Office Assistants alone. Superintendents will definitely be able to relate to our topics, and will hopefully both take away good information and provide valuable input from their points of view. So we hope as many as possible will participate. The **East** and **South** districts will meet at HARI on **March 11-12**. For the **North** and **West** districts the dates will be **March 24-25**. The training calendar is now open, so you can sign up. Watch your e-mail for more information as we get closer to the date.

PARK OF THE QUARTER: MOUNT MITCHELL-A WINTER WONDERLAND

If you've never visited Mount Mitchell State Park in Burnsville, you should! Just be sure to check the weather ahead of time, as it can change drastically in a few hours, especially during this time of year. In fact, access to the park may be very difficult, as the National Park Service frequently closes sections of the Blue Ridge Parkway during inclement weather conditions.

In addition to Mount Mitchell State Park holding the distinguished title of the first state park in North Carolina, as well as the highest peak east of the Mississippi at 6,684 ft., here are some other interesting winter facts about the park:

- Mount Mitchell's average temperatures in January are a high of 34° F, and a low of 17° F, although the wind chill can make it feel much colder.
- On January 21, 1985, the temperature atop Mount Mitchell was recorded at -34° F. BURR!
- Mount Mitchell received 50 inches of snowfall March 12-14, 1993, with 36 inches recorded in a single 24-hour period on March 13.
- The average winter snowfall in the park is 104 inches.
- Many animal tracks can be discovered in the snow at Mount Mitchell, including deer, foxes, coyotes, and bobcats.
- A weather station tower on top of Mount Mitchell was damaged a few years ago, due to high winds of 178 miles per hour.
- There have been numerous towers constructed atop the summit of Mount Mitchell since the early 1900's, however, due to the harsh weather resulting in deterioration of the structures, replacement of the towers over the years has been necessary.



Wintertime at
Mount Mitchell
State Park

Staff working at Mount Mitchell State Park must face many challenges during the wintertime, but the natural beauty, serenity, and scenery must make it all worthwhile!

IN OUR NEXT ISSUE

How to Find and Utilize DPR Logos, including the new 100 Year Anniversary Logo!

Preview Current DPR Logos at: <http://ncparks.gov/internal/index.php>

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NC Parks Online Store



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NC Parks License Plate



To have a story from your park featured please contact the APC Council at:

dpr-apc-comments@ncparks.gov

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Naturally Wonderful



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