



Oregon

Tina Kotek, Governor

Department of Environmental Quality

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Subject: Letter of Recommendation for Bruce Marron

I had the fortunate opportunity to work with Bruce Marron while he was an employee at the Oregon Department of Environmental Quality. At the time, I was a Senior Air Quality Planner, overseeing a multi-million dollar rebate program, known as the Oregon Clean Vehicle Rebate Program (OCVRP). Bruce was hired as a Program Analyst, in charge of the day-to-day operations of running the OCVRP. Specific duties included managing a contract with an outside vendor to implement the rebate program and conduct education and outreach, coordinating and coaching a staff of 2-5 temporary employees responsible for processing thousands of rebate applications and setting up quality control processes to ensure the accuracy of our rebate processing and payment to rebate recipients.

Bruce exhibited exemplary communication skills, as he had to train temporary staff about the program, and navigate a myriad number of calls and questions about program design and implementation. He was a great teacher and took care to listen to concerns of the temporary employees and make adjustments to program implementation based on feedback of our processes. Bruce also showed a great deal of grace under pressure as he sometimes had to deal with callers who were frustrated, confused, or needed help with understanding the OCVRP. He handled the calls with care and consideration and was able to communicate information clearly. He was extremely organized and created a complex database to track rebate applications and payments in a manner that is still being utilized to this day.

I would be happy to answer any additional questions about Bruce's qualifications and experience.

Sincerely,

Rachel Sakata

Rachel Sakata

Transportation Strategies Section Manager

Air Quality Division

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