



UNIVERSITY OF KENTUCKY

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**AUXILIARY SERVICES**

January 12, 2009

MEMORANDUM

To: Steve Stauffer and SEAHO Service Awards Review Committee

From: Sarah Nikirk, Associate Director Auxiliary Services

Subject: Nomination of Dave Pace, Building Operator III

It is with pleasure that I nominate Dave Pace, Building Operator III with the University of Kentucky (UK) Campus Housing Maintenance Operations Department. Dave has worked at UK for five years; during this time he has been promoted two times.

Dave is a devoted, loyal employee of the University. There are no jobs too big or small for Dave. Whether it is a sprinkler head that has gone off and water is pouring in a residence hall room, a pipe that needs to be fixed, a door that needs new hardware or a student needing help moving in, Dave steps up to the challenge.

When it comes to service, Dave is a model employee. He is not only valued and trusted among his peers and supervisors; he is well respected by the students living in Undergraduate Housing. Dave adapts to change very well. He never complains about his workload, instituted policy or other employees. There is nothing you ask Dave to do that he will not willingly take action.

During economic hard times and hiring freezes, Dave can be depended upon for call-ins; he is readily available at a moment's notice and responds anytime he is needed. His supervisor, Kathy McKinley, UK Campus Housing Maintenance Manager, said when asked about Dave's work ethic, "I don't know of a time that Dave was called in to do a job or asked to a job that he didn't respond with a positive attitude and work willingly to complete the task".

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Most importantly Dave has the difficult task of covering all Campus Housing's facilities while working 2<sup>nd</sup> shift. This means that his Building Operator skills are not confined to only one facility or area of campus but are expanded to handle all Campus Housing facilities. Along with Building Operator duties he also responds to card reader, carpentry, electrical and custodial job orders. This translates into cost savings for Campus Housing. What also makes Dave a star within in our organization is the fact he is eager to gain knowledge and has become very adapt in how our facilities operate. When Dave encounters a major maintenance problem instead of taking the easy way out and reassigning the job ticket he will call either the area Building Operator or a supervisor for advice so they can talk through a repair.

Another area in which Dave excels is his motivation to be proactive. If Dave encounters an issue that needs addressed he will take care of the problem, if he observes something that needs attention he will direct the problem to the appropriate personnel.

Dave is great about keeping everyone informed. He gives thorough reports and updates as he works through job orders.

Our Maintenance staff is responsible for helping control traffic and unloading when students move on campus. Maintenance staffs work long, physical jobs in the sun and Dave's attitude toward helping students and parents move in is infectious among the group and helps others stay upbeat which makes for a successful move-in and first impression to campus.

Students report that Dave is friendly, approachable, professional and knowledgeable.

In summary, Dave Pace is a very motivated University employee who gives 110% without wavering. He can be trusted and relied upon to do anything asked of him. Dave Pace is a valued employee within Campus Housing operations; he is not only an asset to Maintenance Operations but to the University of Kentucky at large.