



## Virgin Islands Department of Health

### St. Croix Employee of the Year Mrs. Lesa McFarlane Charles

#### **Professionalism**

Mrs. Lesa McFarlane Charles is a diligent worker who goes above and beyond the call of duty. She displays a respect for duty and professionalism rarely seen in the public sector as she is seldom away from her work station. So disciplined is she at staying put in the office, that when she's not at her desk there are only two reasons why -- she's either completing a task jointly with another office or it's her lunch hour. Mrs. McFarlane-Charles arrives early so that she's always at her desk prior to the 8 a.m. start of the work day. She is dependable and everyone can vouch for her courteous demeanor in dealing with employees and clients. She is confidential, is never confrontational, always helpful, and it is due to some of these qualities -- observed from afar by the former commissioner -- that she was unilaterally transferred to the Office of the Commissioner.

#### **Teamwork**

Mrs. McFarlane-Charles is a team player, who began working with the Department of Health five years ago as an Administrative Officer II in the then-Nursing Director Office. In July 2009, she was transferred to the Office of the Commissioner, leaving a void in the Nursing Office. Mrs. McFarlane Charles, unbeknownst to many until recently, continued to do BOTH jobs, without additional compensation and without complaint. For this alone, she out to be commended, as this is rare in Government, especially when most unionized employees request additional pay for performing jobs outside their domain. In addition to doing a Herculean job with Nursing and the Office of the Commissioner, she frequently assists other offices such as Vital Statistics as well as DOH's Licensure Boards whenever short-staffed or maneuvering the ERP system, respectively. She frequently works through her sanctioned lunch hour to juggle multiple assignments and often is the only one in the office at times when other managers are traveling to inter-island meetings or the other office staff is absent.

#### **Customer Focus**

Mrs. McFarlane Charles is often one of the first persons that clients meet on any given day in the Office of the Commissioner and takes the time out to assist them. At times, they are there to commend employees and more often, they are there to register complaints and are usually loud and irate. She is cognizant of not letting her verbal and non-verbal communication add fuel to the fire. She displays a calming demeanor and uncanny ability to deal with the varied personalities that she regularly encounters as one of the front end employees in the Office of the Commissioner and almost always goes above and beyond the call of duty to find solutions to their problems.