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State of Montana
2011 Examiner of the Year Nominee

It is a great pleasure to announce that Montana's 2011 Examiner of the Year nominee is Susan Kyriess. Susan started with our Bureau ten years ago as a clerk, was promoted to examiner and was recently promoted to office manager.

Susan manages our Billings office, our largest and busiest station in the state. Susan supervises eight staff in addition to the typical office manager duties and responsibilities. Upon being promoted to office manager, Susan set high goals for accomplishments she wanted to achieve in her office. She has done an excellent job at bringing about very positive changes. Her staff write, "She handles herself with grace and calmness, one step at a time . . . Susan performs her job with the utmost professionalism and is respected by all of her peers".

Susan's work ethic and standards as well as her job knowledge are commendable. She works very hard in her position, making sure she leads by example. As a working manager, customer service is always at the forefront with the intricate balance of professionalism, compassion and understanding.

It is because of Susan's knowledge, skills and abilities that we submit her name for the AAMVA IDEC Examiner of the Year acknowledgement.

Sincerely,

Kristine Thatcher, Chief
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