



North Dakota Department of Transportation Drivers License Division

Grant Levi, P.E.
Director

Jack Dalrymple
Governor

September 25, 2013

Denise Hanchulak
American Association of Motor Vehicle Administrators
4301 Wilson Blvd., Suite 400
Arlington, VA 22203

Dear Denise:

The state of North Dakota has selected Viv Heier for the 2013 Examiner of the Year honor.

Viv earned her Certified Driver Examiner certification in September 2000, followed by the Certified Commercial Examiner and Certified Motorcycle Examiner certifications in October and December 2000 respectively. Viv consistently performs the duties and responsibilities of a certified driver examiner and upholds the examiner professional code of ethics.

Viv's leadership and desire to help others was made especially evident this past year. Viv chooses to serve her customers with empathy and compassion, which has resulted in positive feedback from her customers in the form of emails, phone calls and notes of appreciation. Viv combines her personable customer service skills with nearly error-free accuracy, further enhancing the customer experience.

Viv's compassion and initiative to help others has also been shown by her frequent willingness to sacrifice personal time and comfort to assist customers and the team alike. Viv often works customers in for road tests when there are no appointments available in the near future, which requires giving up personal time in order to meet their needs. Viv's self-sacrifice for the greater good was further exemplified by her extensive travel to assist other Drivers License offices. Viv willingly forfeited time away from her home in order to assist our team members in the Williston, Dickinson, Fargo, and Devils Lake offices. While all team members were affected by staffing issues this past year, Viv's eagerness to help other examiners was truly a shining example of her character and leadership.

It is with great pleasure that Director Glenn Jackson, Chief Examiner Syndi Worrel, and I recommend Viv Heier for this honor.

Sincerely,

A blue ink signature of Jen Blumhagen, written in a cursive style.

Jen Blumhagen
Deputy Chief Examiner

09/hs