



Georgia Department of Driver Services

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Nathan Deal
Governor

Robert G. Mikell
Commissioner

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TO: Ms. Denise Hanchulak
AAMVA

The Georgia Department of Driver Services (DDS) is pleased to select Mary "Jill" Kitchens for the 2014 IDEC Examiner of the Year. As a DDS driver examiner, she not only provides exceptional customer service, but also exhibits strong leadership capability and serves as an inspiration to others. She demonstrates the DDS core values of "We C.A.R.E. - Communication, Accountability, Respect and Ethics" on a daily basis.

Jill has been with DDS for over nine years and is a selfless and dedicated employee who genuinely cares about customer service. She works exceptionally hard while maintaining the highest positive attitude and also has the ability to adapt to many different environments. She is a team member at three separate locations, and each center has a distinctive and diverse customer base and community mission.

Jill is a driver examiner at a full-time center in Blue Ridge (Fannin County) which serves over 22,000 customers annually. She also supports a part-time center in Blairsville (Union County) which is approximately eighteen miles from Blue Ridge. Both CSC managers rely on Jill to assume extra duties, especially in Blue Ridge, where she routinely opens the center and ensures that it is operational in time for the first customer.

Most recently, Jill eagerly volunteered to be a part of a new center in Trenton (Dade County) to serve an isolated community in North Georgia with Monday hours only. Before the opening of Trenton, customers would drive the mountainous terrain nearly 200 miles one way to reach DDS. In addition, this area is home to the Southeastern Lineman Training Center – one of the largest electrical utility line worker schools in the United States. The opening of the Trenton location provides a great customer service enhancement for the community, plus DDS helps support our State's economic development by supporting the Lineman Training Center by scheduling commercial road tests for their students. Volunteering for this project not only requires Jill to work on her scheduled day off, but also adds to her commute time – approximately 30 miles each way. Jill is extremely dependable and has not missed a Monday working in Trenton this year (2014).

Jill ranks as a top performer and has served 6,650 customers with an average wait time of six minutes and forty-eight seconds during the past year. She strives to assist the customers in obtaining the necessary identification documentation to avoid issuing any extension -- saving them valuable time and frustration.

Customers notice that Jill takes pride in her duties, and coworkers appreciate that she is dependable and professional. Working diligently and professionally, Jill ensures that each customer feels respected while visiting the center.

Jill is a valuable DDS team member, and it is fitting that she receives this honor from AAMVA.

Sincerely,

Rob Mikell
Commissioner

