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To: AAMVA- Denise Hanchulak
Re: Nomination for 2015 IDEC Examiner of the Year Award

Nevada DMV would like to nominate Annie Pe for Examiner of the Year. Annie has been an examiner since August 2003. Annie has a kind and gentle spirit that assists her in providing excellent customer service. She is able to calmly handle any situation, from dangerous actions on the roadway to talking to the elderly that now need to surrender their driver's license due to medical reasons. Annie has never received a customer complaint, and has received several customer appreciation cards. She volunteers to take customers on drive tests when there has been a complaint; always providing a fair and impartial test. Annie assists with medical re-evaluations; contacting customers and explaining what is required, making appointments for them to come in to fulfill their re-evaluation requirements. When Annie is not training, she exceeds the number of drives that are required in the Work Performance Standards.

Annie has been the main trainer at the Decatur office for new examiners. She has a way of training that is effective and teaches the job in small increments so the newly promoted examiner is not overwhelmed. During this training period, Annie is in constant communication with her supervisor, having the supervisor take the examiner on drives throughout the training period.

When working dispatch, she is organized and easily keeps up with the fast pace. She is able to sign up standbys and appointments, make appointments, and update the drive scheduler in a timely manner. She accurately enters all the information from the sign-out sheets and checks to be sure all drives are accounted for each day. When the examiners are asked to assist at the windows and information, Annie does so with a positive attitude. She also volunteers to work overtime to assist the office. If there are no drives, Annie will always offer to assist at information or camera to help the office in any way she can. Annie knows her job well and works efficiently in any task assigned. She understands the dynamics of working with a small group of people and helps to maintain stability by choosing to have a positive attitude. Each day she works for the good of the entire Department and her optimistic outlook shines through in her work.

Besides her full time job, Annie is very involved with her children at school and volunteers at her church.

I feel that Annie is an excellent example of a Drive Examiner and throughout her years with the Department, she has been a valuable employee.

Nominated by: Susan Heist-DMV Supervisor 1-Decatur office

Tonya R. Laney, CPM

Administrator

Field Services Division

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