



In the Spotlight

Highlighting Exceptional Employees

Jeanette Coffin

Secretary/Receptionist

Joined Town: Oct. 17, 2009

When you call the main Town of Chapel Hill phone number at 968-2743, chances are the cheery voice on the other end will be Jeanette Coffin. She serves as the public face of Town Hall to the community of Chapel Hill and Town employees on the phone, in person, and by email. She directs callers or visitors to the appropriate department or helps them find information about other public services.

Jeanette is the person to call if you need to reserve a room in Town Hall. She handles applications for boards and commissions and permits to do fundraising or sales on Franklin Street. She also does other odd jobs and special projects — whatever needs to be done to keep front desk operations running smoothly.

Every day, Jeanette sends out the Town in News compilation of news articles about Chapel Hill. If you see an article that should be included or if you want to be added to the list, email jcoffin@townofchapelhill.org.

Jeanette loves her job because of her co-workers and the friendly atmosphere. She is a people person

and enjoys talking to the public. She has a pleasant personality, and always has a smile on her face and a well-stocked candy bowl. Next time you're in Town Hall, come visit Jeanette!

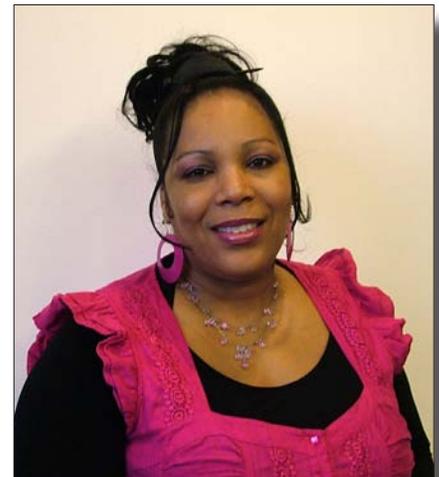
Jeanette moved here four years ago from Massachusetts to get away from the cold weather. She now lives in Chatham County. She spends a lot of time with her family, including her daughter, Tinsia, granddaughter Octavia, and her mother and sister. They like to play cards and board games and go to the park and lake.

Our Value: Jeanette provides citizens with excellent customer service and goes the extra mile to be helpful and ensure their questions are answered. Her outgoing personality and warm and friendly smile reflect

Value in the Spotlight

Respect

trustworthy • open • defender
of individual rights • customer-
focused • sensitive • civil • decent



the interest and respect that she shows everyone.

—Sabrina Oliver, *Communications and Public Affairs*

Senior Management Team Values

In November 2007, the Town's Senior Management Team adopted the following set of values to guide their behavior and decisions. These values are Ethics, Social Equity, Professionalism, Respect, Innovation



and Teamwork. It is the intent of the Town Manager and the Senior Management Team to strengthen the organization with a commonly held set of values that drive our mission and objectives.