

## REAL. TEXAS. SERVICE. CHAMPION

### **Rocky King, Heavy Equipment Operator**

Rocky is a Heavy Equipment Operator in the Public Works Department. He operates a roto-boom, collecting large brush and bulky items on five separate routes.

Rocky is a model employee that brings a positive attitude to work and is willing to do whatever is needed to help the solid waste operation be successful.

Rocky believes in the CARE message. At every large brush stop he takes the time to rake and sweep until the area is spotless. A positive influence on younger staff, he teaches them how to do it right and encourages those around him to raise their level of performance.

An example of “rock solid” customer service, Rocky develops good will between citizens and himself because he always maintains a friendly smile and offers a hello to residents.

The biggest compliment is paid by citizens who praise him by telling the City, “Don’t ever move Rocky from my area!”