

REAL. TEXAS. SERVICE. CHAMPION

Norma Pena, Senior Administrative Secretary

Norma is a Senior Administrative Secretary in the Department of Neighborhood Services. Always friendly, Norma projects a passion for customer service.

When the department acquired the Rental Inspections program, Norma stepped up without hesitation and learned an entirely new task and process, and aided in building a new review process for all applications for improved service and effectiveness.

She always places customers first and helps all residents requiring assistance by phone or in person, and her bi-lingual skills are an important asset to the department.

Norma always takes the “neighborly” approach with everyone, making them feel welcomed and important.