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Arvie Dagatan Named City of Perris Employee of the Quarter



Finance Department worker Arvie Dagatan (third from left) was recognized as Perris Employee of the Quarter during the July 31 City Council meeting. With him are Mayor Pro-Tem Malcolm Corona, City Councilwoman Rita Rogers, Mayor Michael Vargas, City Councilwoman Tonya Burke and City Councilman David Starr Rabb.

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Perris Finance Department employee Arvie Dagatan handles one of the toughest jobs in the City: dealing with residents whose water service is about to be, or has been, turned off for lack of payment.

He encounters folks frustrated, upset and in some instances, outright hostile at the loss of service.

Yet even under the most trying circumstance, Dagatan keeps his cool, treats everyone with respect and gets the job done with, as one co-worker puts it, "promptness and efficiency."

For his commitment and courtesy, Dagatan was named Perris Employee of the Quarter at the July 31 City Council meeting.

"This is the first award I've ever received," he said. "It's awesome. I love working for the City. The people are genuinely nice. I get help every day from my co-workers. That's what I'm most grateful for."

Co-workers heaped praise on Dagatan, a native of the Philippines who joined the City of Perris three years ago.

"Arvie always provides exemplary customer service," one commented. "He treats all customers with a courteous and respectful attitude. He goes out of his way to be helpful to the residents and to his co-workers."

Another said that Dagatan "is great at keeping his composure while under pressure with difficult customers, especially on shut off dates."

A third co-worker noted that on shut-off dates, Dagatan comes in early and stays late to accommodate the residents. "He also displays a high level of patience with dealing with angry or upset customers. It has been a pleasure to work with Arvie.

Finally, another co-worker commented that Dagatan "goes above and beyond in all aspects. He helps customers and his co-workers. He always offers a lending hand. Great work ethic."

Dagatan summed up the keys to calming anxious residents: "Patience, and help from my co-workers. They make the City of Perris a great place to work."

Dagatan received a \$50 restaurant gift card and a Certificate of Recognition for earning Employee of the Quarter accolades.



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