

Name: Kenia Quinonez  
Working Title:  
Payroll Title: BLANK AST 3

It is my pleasure to nominate Kenia Quinonez for the 2021 Employee of the Year award in the areas of Proactive Leadership and Extraordinary Service to the HDH community.

Kenia is the Lead Timekeeper/Executive Assistant (Blank Admin Asst III) in the Housing, Dining and Hospitality (HDH) Timekeeping and Personnel unit of HDH Human Resources. Her regular duties include assisting with payroll, timekeeping and UCPATH transactions, and assisting the Timekeeping supervisor with record keeping related to leaves of absence and Workers' Comp cases. She exhibits a level of proactive leadership and care that is well over and above the expectations of her position. She has a heart for service, and it shows in the way she cares for HDH staff.

Over the last two years, as our department has grown, so has the number of leave and workers' compensation cases. The caseload has more than quadrupled. Kenia's role in these processes normally includes sending out FML and LOA packets and letter, record keeping, and timekeeping related to leaves, and general assistance to the Timekeeping Supervisor. However, Kenia has gone over and above the expectations of her job and has shown proactive leadership and extraordinary service to the HDH community.

Anyone who assists employees with leaves of absence and Workers' Compensation processes knows that they can be extremely complex and stressful for staff. Employees need to understand what will happen to their benefits and pay while they are away from work. FMLA, CFRA, short-term and long-term disability, leave accrual usage, and other factors can seem like a confusing maze. Many of our employees do not speak English as a first language, which can make navigating the forms and policies even more challenging.

Although it is over and above the expectations of her position, Kenia takes the time to walk employees through these processes, and mountains of paperwork that are often required. At any given time, you will find Kenia on the phone with an employee patiently and kindly making sure that they understand their options and what forms need to be completed, so that they can focus on the important business: healing from an illness or injury, or caring for a sick family member.

The recent implementation of UCPATH and the new associated processes, has been especially challenging for HDH employees. Kenia is a fierce advocate for employees and works with the Path Center, Campus Payroll, and Campus Benefits to resolve the many challenging and stressful issues that come up related to leaves of absence. Because many of our employees don't have easy access to the electronic resources that administrative folks do, they often experience frustration when it comes to the new processes. The work that Kenia does has a direct impact on employee livelihood and well-being and is crucial to ensure employees maintain benefits coverage and are paid correctly.

Kenia Quinonez is an exemplary person and staff member. She is usually the first person that employees turn to when they need help. Employees know they will be treated with care and empathy and that Kenia will follow through until any and all issues are resolved. She is a shining light to the employees she serves and makes the HDH and campus a better place.