

Name: Malia Mahi  
Working Title: General Manager  
Payroll Title: ADMIN SUPV 2

From the 2014 UC San Diego Strategic Plan: Cultivate a diverse and inclusive university community that encourages respectful open dialogue, and challenges itself to take bold actions that will ensure learning is accessible and affordable for all. If one person were to embody that statement, it would be Malia Mahi, General Manager for OMS, Mesa, and Mesa Nueva. In this nomination, I hope to explain how she fits many of the award criteria.

#### Inclusive Excellence

Malia has focused on making diversity and inclusion one of Graduate and Family Housing's number one priority. After a racial charged incident occurred in the Mesa Residential Apartments in October 2019, she immediately jumped into action. Malia coordinated a community meeting with the residents who live near where the incident occurred. During that community meeting, she encouraged a respectful open dialogue talking about race, community and housing's responsibilities in those areas. After that meeting, she took action and is helping to connect individual residents with resources on and off-campus. She worked with the Associate Director of Community Development to create a program "Snacks and Chat's" where residents can come together and meet one another – a way to increase the community feel of our housing areas. Malia has completed UC Learning's Implicit Bias training course and has attended many other pieces of training and workshops and continues her learning and development in diverse subjects that she might not have knowledge of.

#### Support University practices, procedures, and policies

Malia truly cares for the students that live in her communities. She takes the time to listen, has deep conversations with and makes connections to the larger UC San Diego community. Residents often begin meetings with Malia in a very angry or agitated mood. 20 minutes into the meeting, I hear everyone laughing and having a great time. That is not easy work – but Malia makes it seem so easy. Last year she was invited to one of her residents' dissertation defense, where she was called out as being a major influence on this student completing her degree. Compliments are rare in our work – so this is a true testament to her work.

She continues to improve the lives of residents and our staff by enhancing and implementing new policies and procedures to be more inclusive, less administrative and more resident-focused. We've moved all of our training materials online and Malia has been the "task-master" for the rest of the team to get on board with this new way of doing business. She embraces change and runs with it.

#### Substantial cost-effectiveness

Malia is continually looking at ways to save money. This year Malia saved the department nearly \$50,000 by examining our Community Service Officer program. The piece of the program that Malia investigated was implemented in 2017 with the opening of the Pub at the Mesa Nueva Community. The fear was that the students would get out of hand and there needed to be a security presence. When this turned out to be unfounded she asked the question if we still needed the program to serve in this way. We did not. Thus saving our residents this substantial cost.

#### Innovation and proactive leadership

Malia continuously is looking for ways to better herself and her staff. She shows leadership every day. Malia was recently inaugurated into the STRIVE Leadership Program and is working with her mentor to develop goals for herself and her team. Malia drives her staff to develop themselves as well. She's always advocating for her teams to take training and development opportunities and shuffles resources to make that time available for them. To demonstrate the care she has for her staff, she was mentioned seven times in the 2018 Staff@Work survey and six times in the 2019 survey. The comments were glowing and all mentioned how much they enjoy working with and for Malia.

I thoroughly enjoy my time working with Malia and have come to know her as a truly valuable asset to our team. Malia is a perfect candidate for the Exemplary Staff Employee of the Year Award and I hope this nomination shows the dedication and drive she exhibits on a daily basis for our division, department and for UCSD students.

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It is my pleasure to nominate my supervisor, Malia Mahi, as an exemplary employee. As the General Manager with Graduate and Family Housing, she is responsible for maintaining three housing properties, supervising 13 staff members, and supporting more than 3000 residents, which she balances with strength, compassion, and empathy. Malia is the most caring and invested supervisor I have ever had the opportunity to work with.

Malia provides unparalleled support to her staff. She has an open door policy, and although I have seen her calendar and know how busy she is, I never feel like I am taking up her time when I need to speak with her. Malia often connects staff with opportunities for growth and development - even if that means that staff members find themselves growing beyond our office. Knowing one of my coworkers had a passion for policy enforcement, Malia connected her with a mentor at the Campus Police Department, which led this staff member to achieve her ultimate goal of becoming a Police Officer herself. Along with supporting her staff's development, Malia is also working on her own professional development through the STRIVE program. It is a great learning experience for staff when Malia shares and applies what she is learning as it relates to our department. In addition to development opportunities, Malia sets her staff up for success by ensuring clear expectations are set, everyone knows their roles, and communicating transparently. Because she is invested in her staff, her staff reciprocates her enthusiasm and work ethic. Through her modeling and support, Malia has made me a better decision maker and staff member. With Malia's leadership I want to come to work every day and do my best as a dedicated team member because I know we are all working toward the same goal of supporting our residents.

Malia's relationship with our residents is so special. In our roles, it is easy to lean on our policies and procedures when making decisions, but Malia has demonstrated a student-centered approach to seeing the person behind the issue and working to enact positive change. Malia has cultivated a relationship with our residents and just as she is always available to listen to her staff, she makes herself available to listen to resident concerns. While many of Malia's resident interactions originate from an escalated issue or policy violation, the conversation usually concludes with Malia having come to an understanding with the student and a positive relationship fostered. This further cultivates the positive community Malia has helped to build. Recently Malia met with a resident facing financial issues that prevented them from being able to pay rent consistently. Malia has been working with this resident to understand the full scope of the issue. She has communicated with other campus departments and resources and advocated for this resident. Malia could have simply informed the resident that they need to pay rent or move out, but she has chosen to invest in this resident's success and is providing support through the process of working with the resident on a solution. This is inspiring to see as a staff member and makes me feel empowered to connect with and support our residents in the same way.

I feel so lucky to be part of Malia's team and work with her everyday. She is an inspiring supervisor, compassionate manager, and supportive mentor. It is obvious that she cares very deeply for her staff and residents, and our department benefits greatly from her leadership.

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As the General Manager with Graduate and Family Housing, Malia oversees the daily operations of over 3,000 residents, supervises a team of 10 professional staff member, as well as assists in the planning of future GFH projects. I feel strongly that her ability to build relationships and partnership is what makes her an ideal candidate for the Exemplary Staff Employee of the Year.

Malia works tirelessly to assist residents who need additional support or have had encountered a difficult situations while living with GFH. She has been a part of the solution for so many people that walk through our doors. She ensures our residents are heard and provides a space for them to process through their grievances and comes up with a plan to try and resolve their concerns. I admire Malia's ability to not only lead a diverse staff but also lead with an open mind and heart. Her door is literally always open and never waivers in offering her support to residents or staff. She frequently encourages her team to pursue their passions and will support them in any way she can. A recent colleague left our department to become a police officer and Malia was there at her police academy graduation flowers in hand. To me, that speaks volumes about her selflessness and her ability to always put the person first, not the job, not the daily tasks, but at the humanness of who we are why we do what we do.

HDH and Graduate and Family Housing is lucky to have a strong and impactful woman leading our growth in providing housing for UCSD's graduate student population. I am in awe of the work she does, the effort she always give, and her ability to include all parties when she does it. Her commitment to building relationships with her team, residents, vendors and other UCSD partners does not go unnoticed. She considers all people when making decisions and implementing change. She executes projects with a smile and pose that is contagious. There is never a day I don't learn something from her and I feel so lucky to be able to love where I work, love what I do, and above all love my supervisor. Her leadership at UC San Diego has inspired not only me, but so many women to pursue the next steps in our careers in hopes we can be half the manager she is one day.

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I am pleased to nominate Malia Mahi for the Employee of the Year Award. Malia is deeply committed to the University and the principles of community in our Graduate and Family Housing division. I have known and worked with Malia for over ten years, we were both entry level AAlls when we started, and some years later she became my Supervisor.

Malia is the type of person who brings positivity and encouragement to any place she goes to, her energy alone is enough to motivate everyone who works with and for her. She is transparent, professional, and extremely hard-working - she leads by example.

Despite the overwhelming amount of work that everyone has to do, Malia consistently finds ways to help co-workers, staff and residents. Her willingness to assist others and her commitment to inclusiveness, fairness, and great customer service is unquestionable.

Her qualities do not end in the office with staff and peers. Malia also projects a warm, cheerful attitude to our students. I have seen her resolve conflicts and handle other difficult situations with remarkable patience and admirable tact.

I believe Malia represents the best in our division, and I can't think about anyone else more deserving for this award than her.

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Malia consistently builds strong relationships within HDH and across other departments in the University. Most notable is the significant effort she has made to build a close working partnership with UCPD. Malia oversees management of Mesa Nueva, a 1,335 bed graduate housing community that includes a pub and a pool and is responsible for opening and managing Nuevo West, an 800 bed graduate community, in March. This is a complex operation and requires regular monitoring by PD CSOs and RSOs. Malia has taken the initiative to work closely with PD to ensure excellent coverage during normal business hours, after hours and especially during events. She has initiated and participated in multiple meetings with PD to better understand their roles and to train them in how best to interact with our diverse student population. The result has been a high level of customer service for our student residents which goes a long way in supporting the University's student centered goal.

Malia also exemplifies Innovation and Leadership. In addition to the communities mentioned above she has also stepped in to assist with the management of 5 additional communities while a peer has been out on disability. Her willingness to help and her positive, can-do attitude have been instrumental in successfully managing people and processes during an exceptionally demanding time period. She continually assesses procedures and staffing and makes recommendations on a regular basis. Examples include her tireless work on incorporating paperless files, working with the Mercury/resident management system team for improvements in efficiency and use of technology to improve business practices.

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Over the past three years, Malia has been vital in the opening of new Graduate and Family Housing communities: Mesa Nueva (2017) and Nuevo West/East (2020). The success of these communities has greatly impacted the landscape of Housing for Graduate students and families of UCSD -- adding thousands of new residents over the past three years of Malia's general management. Malia has maintained management of older communities - Mesa and One Miramar Street - while simultaneously expanding her scope to include newer properties. Her work ethic, passion, and commitment do not diminish despite the growing demand. If anything, Malia continues to grow in her leadership and inspire us as a team toward our common goal of serving residents.

Malia demonstrates the utmost care for residents and always encourages our team to maintain customer service and the human perspective in meeting and anticipating the resident's needs. Her leadership as General Manager has produced work environments where employees are cared for, encouraged, and held to a high standard of performance.

I can think of no one more deserving of this honor than Malia Mahi.