

Name: Yvonne Grobe
Working Title:
Payroll Title: FINANCIAL SVC ANL3

It is my honor to nominate Yvonne Grobe for the Exemplary Employee of the Year Award Program. It is hard to pick a singular category to nominate Yvonne under as her accomplishments span multiple criteria but her work in the area of revenue generation and cost-effectiveness is most worthy of campus-wide recognition. Yvonne has been with UC San Diego for over fifteen years, all of them in Disbursements, a division of Integrated Procure-to-Pay Solutions in Business and Financial Services (BFS). Yvonne has supported multiple teams in the division including accounts payable and banking services. Most notable of Yvonne's service has been her commitment to the fifth element of the campus Strategic Plan in creating an agile and supportive administrative infrastructure.

In 2017, Yvonne had just come off of a banner year in growing the university's virtual card program from \$21M to \$64M in annual spend. This program is significant as it creates payment efficiencies for the university's suppliers and generates unrestricted revenue. The revenue from this program funds staff positions in BFS augmenting core funding for value-added functions and services. In 2017, this program generated over \$1.2M in revenue.

After this accomplishment, Disbursements leadership asked Yvonne to switch gears and supervise the Accounts Payable team. Why would we move someone who was achieving great success in her current role to a different team? Because we needed Yvonne to help a team that was struggling badly. The team was broken after years of workload backlog, lackluster Customer Satisfaction Survey results and mediocre progress in automating efficiencies. During this time, Disbursements had five invoice processors solely focused on keying paper invoices, resolving differences in our sub-optimized e-invoice solution and addressing client complaints about missing invoices, late payments and key entry errors. After three years of hard work and determination, Yvonne advanced operations to a place where we now receive 89% of invoices electronically (at 75% when she took over), redirected a full-time resource to another team in the organization and improved relations with our suppliers. This is no small feat considering the team is responsible for processing over 300,000 invoices a year!

Not only was Disbursements able to redirect a full-time resource, but Yvonne was able to reduce the number of team members focused on key entry. The team evolved from five invoice processors to two and their entire focus changed. Employees experienced greater job satisfaction and developed new skills as their roles transitioned from data entry to trend analysis and process improvement. Yvonne is recognized as a leader in this space and has represented UC San Diego while speaking at national conferences. Most recently, she has been asked to co-present with our e-invoicing partner at this year's Oracle Collaborate conference. UC San Diego is considered to have one of the most efficient accounts payable practices in higher education because of Yvonne's focus and dedication.

In addition to her leadership in the office, Yvonne is very active in her local San Diego community. Yvonne has been recognized as an adult member of Girl Scouts San Diego for five years of active volunteer service serving as a co-leader and treasurer. She believes in girl-led troop meetings where each girl is responsible for planning, organizing and leading a meeting.

Yvonne also serves as the Fundraising Chair for Gage Elementary Spanish Immersion program, responsible for raising funds to support the dual-language internship program. The program provides an opportunity for college graduate students from Spanish speaking countries to assist in elementary classrooms while gaining knowledge and teaching experience to bring back to their home country. In return, elementary students receive rigorous academic instruction in Spanish while gaining an appreciation for the diverse cultures of the Spanish-speaking world in a nurturing and supportive environment. This program is 100% funded from families attending the school and from community support through donations for an annual silent auction.

Recognizing Yvonne with this award would validate her accomplishments and send a message to all employees that they can affect transformational change in a central administrative unit. Administrative units are often called out for what has gone wrong but Yvonne is a prime example of when things have gone right.