



Paula Giles – Wayne Daves Award For Outstanding Achievement in Workforce Development

2016 Governor's NCWorks Awards of Distinction

Paula Giles, the Re-Employment Services (RES) Job Coach in the New Hanover County Workforce Center, is actively involved in all areas of Integrated Services Delivery (ISD) and continually strives to improve upon its implementation. Paula sets the standard in customer service. She is always there to give hope to those that are unemployed and anxious and she promotes a positive image for her peers. Because customer service is so important to her, Paula implemented a Customer Service Star Fish Award to recognize co-workers who display good customer service skills.

Paula displays genuine compassion and goes the extra mile to assist customers with innovative solutions. When she realized that many job seekers in her area lack computer skills, Paula created a resource notebook with job listings in the county, which is a great benefit for those facing computer fears.

Additionally, employers continually seek Paula out for assistance with recruiting talent to meet their hiring needs, because they know she goes above and beyond to obtain job orders and to promote the services of the career center.

Paula is creative, innovative and persuasive. She successfully uses her power of persuasion to ask for fee waivers for job fairs so the center can participate. Recently a local radio station was charging employers \$350 to have a table at a job fair in the mall. Paula contacted the sponsor, told them that we would not be able to pay, and convinced them that having the New Hanover County Workforce Center as a job fair participant would be beneficial to the employers and job seekers alike. Her offer was accepted.

Under Paula's leadership, the center surpassed their RESEA goal just nine months into the program year, largely due to her innovations. Paula knew she had to establish a method to immediately inform customers of the value added information they would receive during their participation in her briefings. While her PowerPoint presentations had good content, Paula felt they were lacking creativity and eye appeal, so she reached out to a group of HR students at UNC-Wilmington who agreed to help her with revisions. As a result, a very professional presentation was developed making the presentation more professional and appealing.

Paula will do whatever it takes to get the job done seamlessly and efficiently. She is a genuine, sincere individual with a great attitude, who inspires everyone around her with her commitment and dedication. To say that she exceeds expectations is an understatement. Paula Giles personifies the meaning of the Wayne Daves Award.