



CITY OF KIRKLAND
Department of Finance & Administration
123 Fifth Avenue, Kirkland, WA 98033 425.587.3100
www.ci.kirkland.wa.us

MEMORANDUM

To: David Ramsay, City Manager

From: Tracey Dunlap, Director of Finance & Administration
Michael Olson, Deputy Director of Finance & Administration

Date: May 8, 2009

Subject: Gloria Martin 20 Year Service Award

Gloria Martin joined the City of Kirkland in February 1989, after many years working at the CIA. Gloria fills the position of Customer Account Associate supporting both the City's cemetery and business license functions. For the cemetery, Gloria is responsible for selling plots and niches, as well as helping coordinate burials arrangements at the cemetery between the Parks & Recreation staff, families, and funeral homes. For the business license program, Gloria helps explain the fee structure and requirements, pursues and processes new business licenses, processes annual renewals, and follows up on businesses that have not paid.

Her position, initially reporting to the City Clerk, was added as a result of the Rose Hill annexation in 1988. Gloria has seen the number of business licenses grow from 1,950 in 1989 to 5,500 today. Gloria's tenure at the City has spanned one cemetery expansion and three Finance Directors.

Gloria's position requires a unique blend of sensitivity, compassion, clear communication, and the ability to have strength in consistently applying business license requirements to all customers, all the while providing good customer service. Gloria has excelled in all of these areas throughout her years with the City and is now a wealth of information on the history of cemetery and business license requirements and services. Gloria has implemented many changes in the business license program and cemetery operations over the years, but her greatest pride is the most recent addition to her family, her grandson Howie, now 2 years old.

We truly appreciate all of Gloria's hard work and commitment.