

Champion of COVID Response

Jill Lindquist

Client Delivery Team Manager

General Services Administration

Years of Service: 20



Summary:

Jill Lindquist led GSA's regional effort to contract for case specific COVID cleaning services in our leased portfolio.

Description: In March of 2020, as the federal government responded to the COVID-19 outbreak, Jill volunteered to lead our regional effort to provide immediate cleaning services in leased locations. In addition to her regular management responsibilities, Jill worked through the understandably confusing and chaotic information coming in and developed and documented clear direction for GSA's Region 5 Real Estate Division for how to best respond to individual cases of COVID-19 in our 948 leases. She developed a communication and tracking system, as well as a procurement and payment process adopted by the rest of the country. Jill identified underutilized resources to form this emergency response team, developed a collaborative plan with our property management and responded to 353 individual COVID cases issuing 280 separate leasing actions. Through Jill's leadership the team was able to respond to this emergency, keeping our tenants and their constituents safe, and at the same time ensuring the division's regular daily work was completed.