

Champion of COVID Response

Kimberly Nuet
District Manager

Social Security Administration

Years of Service: 32



Summary:

I am nominating Kimberly Nuet for the COVID champion award. Mrs. Nuethas not only exhibited calm, steady leadership, but she's been an innovator, a critical thinker, and a true change agent throughout the duration of the COVID- 19 pandemic.

Description: Mrs. Nuet has utilized her technological prowess and innovative spirit in order to lead and assist her employees as well as her peers. She has done this by providing tangible solutions to obstacles that have occurred in the 100% virtual work environment (an environment that was uncharted for the Social Security Administration (SSA) prior to the pandemic). The following are a few examples of what Mrs. Nuet has accomplished during the COVID-19 pandemic; onboarding of new hires, sharing technological best practices with her peers, and advocating for her fellow managers regarding centralized printing.

Throughout the COVID-19 pandemic, SSA continued business as usual as it relates to hiring. Mrs. Nuet was given hiring authority and she was able to successfully bring on a couple of new hires. However, she faced a hurdle, which was the onboarding of these new hires in virtual environment. In the early days of the pandemic, no road map existed for this important and vital task. In fact, SSA was granting hiring officials the flexibility of placing the new hires on administrative leave while SSA waited on equipment, credentialing, and other important onboarding needs. Concerned about her new hires idleness and lack of engagement through no fault of their own, Mrs. Nuet took action to bridge this gap. She immediately procured temporary profiles for her new hires and was fortunate enough to have extra laptops for them in her office. By doing this, Mrs. Nuet was able to have her new hires engage in pre-class activities days after being hired, thus minimizing the feeling of isolation for the new hires and at the same time being fiscally responsible with the agency's administrative leave policy.

Another example of Mrs. Nuet's contribution during the pandemic is the work that she has done by being a critical thinking, "thoughtful" leader and an advocate for her peers as a participant of two important workgroups. The first workgroup that she was a part of was a regional workgroup that was assembled to amass best practices while teleworking for managers. Within this work group, Mrs. Nuet was able to impart her knowledge as it relates to using office equipment (e.g. multi-function devices, mail machines, and printing software) in its most efficient and effective manner. She assisted the regional workgroup in producing a blueprint of best practices designed to help managers leverage the office equipment in order to be efficient as possible.

The second workgroup that she was a part of was the national centralized print workgroup. This workgroup was tasked with the responsibility of investigating what if any print traffic that is generated in the field office can be diverted and mailed by a third party vendor. This is an important issue for all managers nationwide as they are tasked with sorting, folding, stuffing, sealing, and mailing hundreds of pieces of mail per day. This tedious and time-consuming task has made the administrative portion of a manager's job impossible to fulfill. Mrs. Nuet's firsthand account of this monotonous task coupled with her understanding of achieving efficiency through automation made her a perfect voice for her peers, as she was able to bring front line perspective to the table.