

# Champion of COVID Response

Robert Calloway  
CSR Team Lead

## Social Security Administration

Years of Service: 4



### Summary:

Robert is an articulate spokesperson for the CSR team's views. His co-workers value and trust him as a leader. He promotes teamwork and cooperation. He manages the CSR workload to ensure the office meets the PSIs and consistently completes workloads outside his unit. He is inquisitive and always shows initiative.

**Description:** Robert successfully filled in as a Lead CSR prior to his promotion to the position. He independently held weekly CSR meetings to go over policy, updates and concerns. His interactions with his co-workers and the public is always direct, straightforward and honest. He is always focused on improving the customer experience as well as enhancing business processes for our office and agency. During this time of Covid-19, with most Social Security Administration staff working from home, he was instrumental in creating a procedure for in office dire need appointments to make sure we are still servicing our most vulnerable population. Furthermore, to reduce the volume of mail coming in the office Robert agreed to schedule appointments and utilize Microsoft Teams for external interviews.

He volunteers to come into the office to help with the non-portable work. He is dedicated to educating the public about Social Security services such as MySSA and the benefits of having an online account. He listens and proactively assesses the needs of his team so he can provide training on different workloads such as clearing eLAS leads, S8/SO8s and how to update the death alerts. He is an accountable leader who believes no person should be left behind. He volunteered to mentor and coach the newest CSR. In mentoring, he utilizes screen sharing, Microsoft Teams and other new pilots that the agency has provided us with. He is a great team player, is extremely organized and has a phenomenal attitude about coming to work and completing work according to policy on a daily basis. His dedication to customer service, reliability and influence at the Loop FO makes him deserving of this award and honor.