

In the Spotlight

Highlighting Exceptional Employees

Amy Harvey

Communications Technician II/Web Manager

Joined Town: February 1999

The Town's website at www.townofchapelhill.org provides important communication outreach to citizens and the world. It receives about 28,000 unique visitors in a single week. Behind the scenes is Amy Harvey, who assists a team of about 20 web stewards tasked with publishing service and program information to the Town's website.

Amy provides resources and helps web stewards develop new skills as she works to oversee more than 20,000 web pages. According to one web steward, Amy is always willing to assist, and her most common utterance is "Call me if you need me!" She is perfect for this position because she is very good at problem-solving and explaining technical ideas to non-technical people. During the transition of the website to Vision Internet, expected to be completed in June, Amy is serving as web manager. She will be training web stewards in how to use the new site in early May.

When not helping web stewards, Amy is publishing new material herself to the web. A single Council business meeting packet can require about 300 web pages, a publishing task that may take between 10 and 20 hours to accomplish.

Amy has worn various hats during her tenure with the Town, including serving as acting Town clerk and assisting with the work of volunteer citizen boards and committees. Amy loves the challenge of the job and the opportunity to learn new things.

Amy's husband, Michael, is a Zoning Administrator for Orange County. They live in Holly Springs with their five-year-old daughter, Morgan, and are expecting a new addition to the family in early October. The drive to Holly Springs is long, but sometimes the whole family can commute together and spend the time talking. When she's not working, Amy spends a lot of time outside with Morgan, playing at the park.

Our Value: I chose Amy to serve as Web Manager because I knew that even though she had not been trained as such, she had enough technical savvy and a large amount of initiative to be successful in

Value in the Spotlight

RESPECT

trustworthy • open • defender of individual rights • customer-focused • sensitive • civil • decent



this position. I also knew she had the people skills to help our web stewards understand their task. She's the ideal employee – dedicated, dependable, and loyal.

— Sabrina M. Oliver, Communications and Public Affairs Director

Senior Management Team Values

In November 2007, the Town's Senior Management Team adopted the following set of values to guide their behavior and decisions. These values are Ethics, Social Equity, Professionalism, Respect, Innovation



and Teamwork. It is the intent of the Town Manager and the Senior Management Team to strengthen the organization with a commonly held set of values that drive our mission and objectives.