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If you come to Burleson City Hall to pay your water/trash bill, you probably know Lisa Kay Edwards. She is the utility customer service supervisor who, along with her fellow employees, greets you at the window to take your payment, set up your service and more.

Next time you are in city hall, congratulate her. Lisa was named Employee of the Quarter for the City's public works department. She is the third honoree in 2014. The first was David Butler, fire inspector investigator (public safety employees) and Amanda Goshey, reference public services librarian (library, parks, recreation and golf course). Each honoree receives a \$250 gift card and will be considered for Employee of the Year for 2014.

November 1 is Edwards' 10th anniversary with the City. She was hired as a utility customer service clerk, working the drive-thru window at city hall and entering payments, manually. She was promoted to utility customer service supervisor in July 2005.

According to those who nominated her, Edwards "goes above and beyond to help customers and other employees." She also is "super amazing, polite, a hard worker, and tolerates difficult people with grace and patience."

The honoree has been working in customer service related jobs since she was 14.

"My first job was at the old Texas Rangers Stadium, in concessions. I worked there when they first started serving nachos. I was on the news as the "nacho girl" frying tortilla chips," she said.

The award winner adapts to change. Edwards grew up in several different cities in Tarrant County. She attended Sam Houston High School in Arlington. She moved to California when she was 19, and lived there for 15 years "until the Navy started moving us all over the country."

Now her job duties include supervising customer service clerks, waiting on customers at the front counter, answering phones, and assisting customers with everything that has to do with their City utility bills.

"I work with customers in difficult situations to achieve a positive outcome for the citizen as well as the City. If customers are having a difficult time paying their utility bills I try to set up payment arrangements so that their service isn't interrupted," she said.

Lisa Kay Edwards will be recognized as Employee of the Quarter at the Oct. 20 Burleson City Council meeting.