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July 24, 2019

Hert named Employee of the Quarter

Mark Hert, Senior Utility Crew Leader, was named the Employee of the Quarter for April – June 2019.

Mark Hert, the City of Burleson's Employee of the Quarter, Mark was nominated for exceptional efficiency and customer service in his job, which saved water service for over half of the city when a contractor hit a water line on June 7.

On June 7, 2019, at approximately 2 p.m., a contractor damaged a 12-inch water main, causing a significant release of water. Mark was monitoring the tank levels and noticed them dropping at about the same time he received the first report of no water.

"He quickly ascertained there was a major event and jumped into action," stated his nomination form. "Mark began to turn on multiple pumps at different water pumping facilities in an effort to prevent the City's elevated water tanks from running out of water."

While the Oak Valley and Plantation subdivisions' water pressure dropped below 20 psi necessitating a Boil Water Notice.

"We want to thank Mark for his leadership and quick action," stated Wanda Bullard, human resources director. "His quick recognition of an issue and decisive steps he took with a sense of urgency mitigated more serious outcomes and prevented a larger impact to the water service."

Mark began his career with the City of Burleson in 2006 as a utility crew leader in the public works department and has held various positions in public works during his tenure.

Mark was honored at the July 15 City Council meeting. The city's employee of the quarter award is based on an employee's efficiency, transparency, honesty, innovation and customer service, all of which make up the city's ethics statement.

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