

Employee Of The Month: Jeanette Morales



Environmental Services Data Entry Manager Jeanette Morales has been an employee of New Community Corporation for 28 years.

Have you ever wondered how Environmental Services technicians know where they're needed throughout the New Community network? It's thanks, in part, to Data Entry Manager Jeanette Morales who works in the central office for NCC's Environmental Services Department.

Morales is responsible for processing work orders and dispatching technicians to deal with issues. In emergency situations, she calls technicians on their walkie-talkies for an immediate response.

When the forecast calls for inclement weather, she makes sure Environmental Services staff members are informed with a detailed weather report.

"Our guys have to shovel snow," Morales said. "They have to keep the sidewalks clean."

They also need to be aware about heavy rain to be able to deal with potential flooding conditions and extreme cold, which can affect pipes.

Morales also fields calls from vendors, the city, New Community employees and residents. She alternates doing the billing with Office Manager Linda Studivant and completes injury and accident reports (mainly fender benders) as well.

"It's a challenging job," Morales said. "I do so many different things."

While it may be challenging, Morales enjoys her work at New Community and has been doing it for 28 years.

"My favorite part of the job is the satisfaction of helping someone through a problem," she said.

Her coworkers enjoy working with her as well.

"Jeanette displays very good verbal, listening and communication skills. She's been able to balance the needs of our department with her individual responsibilities. She consistently and carefully monitors her work to ensure its quality. Her attitude is always positive and she is a pleasure to work with," said Environmental Services Project Manager Ronda Lawrence. "She assists and supports the entire Environmental Services staff well by displaying great professionalism. Jeanette successfully upholds the values and integrity of New Community Corporation."

Before working at New Community, Morales was a customer service representative at Furniture King in downtown Newark, which has since closed. She's able to use some of those skills in her current position, particularly when she gets a call from an angry tenant.

When she's in a situation with an irate tenant, she does her best to calm them down and work with them to resolve their issue.

"A lot do respond," she said.

Morales is a lifelong Newark resident with a 36-year-old son and 29-year-old daughter. Her son used to work as a member of the landscaping crew for Environmental Services and her daughter would help with filing and making copies when she was young.

When she's not at work, Morales enjoys cooking, reading, going out to dinner with her boyfriend, taking walks and going on vacation. She also occasionally goes on Facebook to keep up with family in Puerto Rico and Colombia.

Morales is close with her mother who is 84 and also lives in Newark. She spends Saturdays with her, going shopping and taking her to get her nails done. And she drives her to and from church on Sundays.

Morales especially likes dealing with seniors as part of her job, always keeping her mother in mind when interacting with them.

"I treat our seniors how I want her to be treated," she said.