

## Employee Spotlight

### Judi Carmody

#### Department of Public Works Business Manager

Each month, Town Administrator Patrice Garvin shines a light on a single employee whose hard-work and dedication exemplifies what it means to be an employee for the Town of Belmont. In the *Employee Spotlight series*, we are able to shine a light on incredible employee achievements and provide an opportunity to introduce and recognize Belmont Town employees throughout the Belmont community.

In this month's Bulletin, Town Administrator Garvin would like to recognize Belmont's Department of Public Works Business Manager **Judi Carmody** who has worked for Belmont since 1999 and is now in her 24<sup>th</sup> year. Judi describes her job as "running the day-to-day operations of an office, while being a problem solver whose goal is to always, at the end of the day, help people."

Judi came to Belmont after spending 20 years in the restaurant industry, an experience she credits as the foundation of one of the most essential skills at her current role, "customer service." After her brother, who worked for the Belmont Facilities Department, mentioned Belmont as a nice place to work, Judi applied and landed in the Town's Accounting Department where she was responsible for processing the Town's bills. Judi's good work did not go unnoticed in the Accounting Department and it soon became apparent that she would be a fitting candidate for an open Administrative Assistant position in the Highway Department.

When it was decided that the Town's Highway, Parks, Cemetery, Water/Sewer, Recreation, and Trash/Recycling departments would transition to divisions within a new Department of Public Works, Judi was in on the ground floor. Judi worked closely, with her then Director, Peter Castanino who she called a "great person to help lead the effort and a great person generally who you could always go to for advice." Judi also recalled the steady hand and leadership of Michael Santoro who contributed greatly to the reorganization. Judi cites her role in the formation of the DPW as her greatest accomplishment, "it's not every day or every year that a Town reorganizes the structure of how it's departments operate and to get to be a part of that for the DPW was special. There was a lot of work, a lot of communication, and a little bit of anxiety that came with a big change like that, but it was exciting and we got it done."

Over the years, Judi also recalls her work with FEMA and MEMA which are the Federal and State emergency response organizations.



Whether it be flooding or a snowstorm that dropped 3-feet of snow, abnormal events like these can qualify for FEMA or MEMA reimbursements. Judi has become the senior staff person in the DPW that manages the processing of these major reimbursement requests. The ins-and-outs of the process are complex and take persistence to see through to the end. At times, fulfilling all the requirements can take up to a year to process. Judi's work over the years has led to her processing many of these requests successfully on behalf of the Town of Belmont.

A big part of Judi's day is interacting with Belmont residents who may come to the DPW with an issue or question. The biggest challenge Judi says she faces is having to tell a resident "No." Judi explains, "it's not easy sometimes, because your goal is to help everyone that comes into or calls the office, but sometimes that help isn't always saying yes. It might be that we take a step back and take the time to walk people through the rules and regulations that sometimes limit what we can do in a certain situation."

Judi finds motivation each day in a good cup of coffee, but more than that it is her ability to organize and prioritize. Each day she starts with ideas of what she needs to accomplish, but remains flexible to be able to deal with whatever might come her way. As a problem solver Judi says she takes a situation and "break(s) it down into pieces to understand it first" before stitching it back together anew as a solution. A fitting outlook, as Judi is also a talented seamstress. Judi also enjoys spending time bowling, in her garden, cooking, and "purging" (aka cleaning).

Looking toward the future, Judi is planning on retirement after what has been an impactful career in public service for the Town of Belmont. She's hoping that retirement can give her a chance to "enjoy a little more of life." Judi is as confident as ever in the DPW moving forward to provide the best services possible and will continue her mantra of "we're here to help and we want to help."