

PermitTechNation

Permit Technician of the Year

Name Bobbie Jo Keel
Address 2793 Bluestone Drive Deltona, FL 32738
Home # 407-688-9370 Work # 407-585-1362
Email bjkeel3505@icloud.com
Municipality/Jurisdiction City of Lake Mary
Job Title Permitting Services Manager
Chapter N/A-Florida currently has no chapter. My goal is to start one.

1. List your years of experience as a Code Enforcement Official.

Twenty years-I started as a Permit Technician in August of 1999 and have worked my way up to Permitting Services Manager. I enjoy my work and knowing what I do helps protect the citizens I serve.

2. List any municipal, state or national certifications or licenses you hold.

International Code Council Permit Technician-Certificate number 8120154

3. How many years have you been a dues paying member of an association or chapter?

International Code Council through City of Lake Mary. The city has been a member as long as I have been here. I was just listed 3 years ago.

4. Are you a present/past Association/Chapter Officer? If yes, list position(s).

Not at this time. I am looking into becoming more involved in the future.

5. List professional or personal goals you have accomplished and how achieved.

In my years of working as a Permit Tech-I was never encouraged or given the opportunities to move forward until recently. I am going as far as I can. I started with the Permit Technician certification; I am currently studying for the Code Specialist module. I will get it. It's not how you start it's how you finish.

6. Provide a brief narrative about yourself and attach any letters of commendation.

I started my career as a Permit Technician at 23 years old. It was a paycheck. I can now say it is my career and so much more than a paycheck. I enjoy knowing that what I do is for the safety and well-being of each person I serve. I have dedicated myself to continue to learn more and earn as many certifications as I can. I wish I would not have waited so long but it is what it is. Upward and onward from here. I am very grateful that I found out about Permit Tech Nation and can now learn from others and help other Permit Tech's that are just starting out to grow.



We Permit You to Build

Michele Miller, President
MRMiller@bellevuewa.gov

Jessie Sorenson, Vice President
jsorensen@parkeronline.org

Tamara Hagerman, Secretary
thagerman@lenexa.com

Brenda Sirkis, Treasurer
bsirkis@westwindsortwp.com

Carey Frazier, Past President
cfrazier@friscotexas.gov

To be completed by PTN PToTY Nominee. Please return along with any letters of commendation to info@permittechnation.org

September 6, 2019

Attn: To Whom It May Concern:

It gives me great pleasure to write this letter of recommendation for Bobbie Jo Keel in support of her nomination. I have worked with Bobbie Jo for over 15 years and have witnessed nothing but exemplary work from her.

She is not only extremely knowledgeable in her field, but is all the things you want in an employee-dedicated, loyal, dependable, and honest. Bobbie Jo is professional, courteous and very helpful to both co-workers and customers which is why she is always the "go-to" person when there are questions or issues. Many times the permit technician is the first person a resident or prospective developer will encounter when dealing with the City. They are the face for several departments and can make a lasting impression for many in the community. Her pleasant and caring demeanor is a wonderful quality, and she definitely represents the City in a positive way.

There have been many times when the permitting office has been short-staffed; however Bobbie Jo is always there to ensure it runs smoothly. A very hard-worker and dedicated to making sure things are done right; she is back-bone to the Permitting Services Office. In addition, she is a great supervisor to her team, supporting and leading in a positive manner. I believe this creates a very customer-service oriented group of folks which in turn leads to an efficient and professional permitting office...and that benefits everyone.

So, again and without reservation, it gives me great pleasure to write this letter of support for Bobbie Jo. She is an excellent ambassador for Permit Technicians and is most deserving of this recognition. I would be happy to provide any additional information needed, just let me know.

Sincerely,



Wendy K. Niles
Division Chief/Fire Marshal
Lake Mary Fire Department
911 Wallace Court
Lake Mary, FL 32746
(407) 585-1364
wniles@lakemaryfl.com

September 6, 2019

It is an honor and pleasure to share my thoughts about Bobbie Jo Keel, an outstanding Permit Tech.

Bobbie Jo originally came to work at the City of Lake Mary in August of 1999 and always performed admirably, but as employees do she eventually moved onto a position elsewhere that provided her better opportunities. We were able to follow her along in her career and also knew that she eventually took time to be at home with a new baby.

In October 2009 Lake Mary was suddenly without a knowledgeable Permit Tech. I reached out to the best person around, Bobbie Jo Keel. Her unwavering work ethic kicked in and reluctantly, she agreed to come in on a part-time basis and keep things afloat. That was nearly ten years ago.

Since that time Bobbie Jo has not only been working full-time, she has adjusted work hours as needed to facilitate inspections and the issuance of permits, done the work of 3 techs sometimes for more than a week, and trained the new hires. She accomplished all this while performing exemplary customer service, evaluating new software needs, changing cash handling and internal controls, learning to be a supervisor, and studying the methods and means it takes to be the best Permit Tech she can be.

Perhaps the best testament to having such a great Permit Tech comes from all of the supportive letters and comments we get from the development community and the builders that come to the permit counter. Bobbie Jo Keel is Top notch in every way and she certainly deserves to be the Permit Tech of the Year!

Jackie Sova

City Manager, Retired

City of Lake Mary