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Extraordinary Customer Service (2010)

Judy Harber

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Judy Harber
Judy Harber is an administrative assistant in the College of Architecture and Design who daily goes above and beyond her formal job description. Harber’s typical day might include scheduling 20 students for advising appointments, typing an exam, sending out FedEx packages for everyone in the college, helping a student find a lost jump drive, and answering phone calls from parents, students, and the public. However, she is never too busy for the next person walking through the door. She knows students by name, and her care and concern for them is clear. Harber’s excellent customer service and genuine concern for students and faculty make it clear that she’s doing more than just a job—she’s building relationships and ensuring that everyone she meets has a positive experience with the college and the university.