



# Calhoun County

## Consolidated Dispatch Authority

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### **PRESS RELEASE**

FOR IMMEDIATE RELEASE

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### **CCCDA Announces Employee of the Quarter**

**Marisa Adkins named recipient**

MARSHALL, MI- Marisa Adkins always wanted a position that made a difference to someone in need. She never dreamed that she would find the perfect job as a Calhoun County Consolidated Dispatch Authority (CCCDA) Emergency Telecommunicator.

To honor her accomplishments, Adkins has been named CCCDA Employee of the Quarter. She began her emergency career in April 2019 after working in the health care industry.

“The impact that we have on the community makes this profession special,” said Adkins. “Our ability to make such a lasting impact on our caller’s lives with just a short phone call. When I left my healthcare position, I wanted something more exciting and a little more chaotic, I was not disappointed.”

A busy mom of two school-aged boys Beckham and Everhett, Adkins was surprised with the recognition and says that she is beyond words.

“I am humbled,” said Adkins. “I did not expect this recognition, but I am so grateful. I work with an amazing team and learn so much from them. I couldn’t have done it without them,”

CCCDA Executive Director Michael Armitage said it takes a very special person to be an Emergency Telecommunicator noting dispatchers work long hours and are exposed to stressful situations countless times during a shift.

“It is a committed job,” Armitage said. “Emergency Telecommunicators are truly the first, first responders juggling the demands of life-threatening and dangerous situations. Marisa’s dedication to this profession is best reflected in her exemplary customer service skills and attendance record.”

Dispatch Supervisor Leah Edgell is proud of Adkins and notes that in addition to her leadership skills, her compassion and empathy for the citizens and visitors of Calhoun County is visible every day.

“She goes above and beyond for her fellow employees and has become a great role model for our center,” Edgell noted. “She has a great attitude every day when she comes into the center and strives for excellence.

The quarterly recipient is awarded a designated parking spot, a name on a plaque displayed in the CCCDA lobby, a certificate of commendation and recognition by the CCCDA Board of Directors. In addition, the quarterly recipients will be considered for Employee of the Year, an honor which will be announced in April in coordination with National Emergency Telecommunicator’s Week.

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