

NATURAL RESOURCES BOARD AGENDA ITEM

SUBJECT: Retirement Resolution - Robert J. Pfister

FOR: MAY 2010 BOARD MEETING

TO BE PRESENTED BY: Secretary Matt Frank

SUMMARY:

Robert J. Pfister is retiring after more than 29 years of state service.

RECOMMENDATION: Adopt Retirement Resolution for Robert J. Pfister

LIST OF ATTACHED MATERIALS:

- No Fiscal Estimate Required
- No Environmental Assessment or Impact Statement Required
- No Background Memo

- Yes Attached
- Yes Attached
- Yes Attached

APPROVED:

Diane Brookbank
Bureau Director, Diane Brookbank

4-27-10
Date

Vance Rayburn
Administrator, Vance Rayburn

4/30/10
Date

Secretary, Matt Frank

Date

cc: Laurie J. Ross - AD/8
Gloria McCutcheon - SER HQ

Kurt A. Thiede - Fitchburg

Retirement Resolution

Robert J. Pfister started his career with the Wisconsin Department of Natural Resources as a Stock Clerk 2 in the mailroom at the Southeast District Headquarters in Milwaukee on December 1, 1980. He was reclassified to Store Keeper 1 in November 1981, and soon after was promoted to Store Keeper 2. His responsibilities included procurement, storage and distribution of supplies and forms, distribution and preparation of incoming and outgoing mail, forms and fleet management, parcel shipments, maintaining the district's postage account, and loading dock operation. After 17 years of serving internal customers, he selected another career path and began service of both internal and external customers in 1997 as a Program Assistant 1 – Customer Service Specialist at the Milwaukee annex building. Then, he progressed to Program Assistant 2, and in 2001, after being reassigned to the Plymouth Service Center, became a Customer Service Representative and was reclassified to Customer Service Representative Senior in 2003.

Throughout his career he received commendations and certificates of appreciation for his contributions to the agency. Bob received an Exceptional Performance Award in 1984 from Secretary Besadny at the recommendation of his supervisors for his efforts on the move of the SE Headquarters to its current location at N. Dr. Martin Luther King, Jr., Drive. In 1986, Secretary Besadny again recognized Bob, a "truly exceptional employee", with a Certificate of Appreciation for streamlining and increasing efficiency of District supply and mail room operations, and for his overall "enthusiasm and efficiency". Bob was a frequent recipient of honors from other department programs. In 1989, the Solid Waste Management program commended his willingness to help with special requests, rush orders and problem solving. Even with a heavy workload, he always found time to help that was "offered with a smile". Staff at Havenwoods and Regional Director Gloria McCutcheon honored Bob in 1995 with a commendation which noted, "We in Southeast District are fortunate. Your dedication to your job, your helpful advice and your continued service with a smile make a difference!" In 2002, Bob was instrumental in planning for and managing the file room at the new Plymouth Service Center and establishing the protocol for providing open records reviews.

When awarding the 15-year pin for service to the department, his supervisor noted that his name, Robert, is the perfect acronym for the type of person he is: Resourceful, Optimistic, Belief in doing his Best, Energetic approach, high Regard for details, and Thoroughness while performing his tasks.

WHEREAS, Robert Pfister has served the people of the State of Wisconsin faithfully and well in the performance of duties and has thus earned the commendation due an exemplary public employee;

NOW, THEREFORE, the Natural Resources Board at its May 2010 meeting at Lake Geneva, Wisconsin, recognizes such faithful service with due respect and gratitude, and hereby makes this commendation a part of its official records.

Natural Resources Board

Jonathan P. Ela, CHAIR