I thought this would be a great opportunity to have the FSAWWA staff introduce themselves (in their own words) and give you an idea of some of the things they do for the section. I personally know the amount of effort, enthusiasm, and dedication they put into their jobs on a daily basis, and let me tell you, it is impressive. Their professionalism, customer service, and all-around great attitude make it a pleasure to serve as chair of the section.

Introducing the Staff

**Mark Lehigh**
Chair, FSAWWA

As the FSAWWA executive director, I oversee the strategic vision of the section. Over the past eight years, I’ve had the great privilege of working with the most talented and smartest people in the water industry. I am still in awe as to how they are able to volunteer and dedicate their time to provide total water solutions to effectively manage water, the world’s most important resource. Coming from a third-world country and knowing how precious water is, I am honored to be a part of the water industry.

My responsibilities per the standard practices manual (SPM) include but are not limited to:
- Carry out the policies, procedures, and goals of the Florida Section AWWA as stated in the bylaws and SPM, under the overall supervision of its officers.
- Actively participate in the work activities of the section.
- Recommend and assist in the formulation of policies and make decisions within existing policies as approved by the board of governors.
- Through effective leadership and management, achieve high staff productivity and sound management of financial resources.
- Assist the treasurer and section chair with the preparation of the annual budget, including management of the section’s QuickBooks, bill payments, reimbursements of expenses, and other accounting responsibilities.
- Coordinate and maintain communications with all councils, regions, and major committees.
- Confer with and advise council and regional chairs in the administration of their functions and provide assistance in interpretation of their responsibilities, and provide guidance to newly installed officers.
- Responsible for the coordination of executive committee and board of governor meetings, give adequate notice of meetings to attendees, develop notebooks and documents, secure location of the meeting room and prepare the space for an effective meeting, and prepare accurate minutes of the meetings.
- Attend all the FSAWWA board meetings, the Florida Water Resources Conference (FWRC)/Florida Water Resources Journal board meetings, represent FSAWWA at section functions, and attend the AWWA Annual Conference and Exposition (ACE) and miscellaneous Association meetings.

The staff’s mission is to maximize the effectiveness of the section through communication, training, and face-to-face interaction. The other three section staff members are each assigned specific duties and responsibilities. However, when crunch time comes for the fall conference, all hands are on deck; everyone has a part in making the fall conference a success. One of their shared responsibilities is populating and maintaining the conference phone app and making sure that the FSAWWA booth is well equipped with materials and giveaways. To ensure that the members are served well, answering the phones is also a shared responsibility, as well as updating the database.

Contact information:
fsawwa@gmail.com and (407) 957-8449

I am extremely proud of the following staff and fortunate that they have been with FSAWWA for five years or longer. What they do for the Florida Section AWWA members is summarized here.

**Peggy Guingona**

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**Casey Cumiskey**

I am the membership specialist/training coordinator, hired in July 2009 as a full-time staff member.

What I do as a membership specialist:
- Association Level
  - Send membership applications to AWWA headquarters in Denver.
  - Ensure that all AWWA emails on membership are passed to the section’s membership committee.
  - Work with other sections regarding membership initiatives.
- Section Level
  - Contact people for membership.
  - Make regular updates to the section database to ensure that it contains the members’
most current contact information.
• Send volunteer forms received to the respective regions or councils based on the volunteer’s areas of interest.
• Offer administrative support to the chair of the Section Membership Committee, which is under the Administrative Council.
• Serve as a link between the outgoing and incoming membership chairs when rotations occur and help to keep the committee functioning smoothly during the transition.
• Receive applications for the mentor program, help to pair mentors with mentees, and coordinate introductory conference calls.

What I do as a training coordinator:

❖ For Training
  • Work with volunteers to keep the online training program up-to-date and make edits to the courses as necessary.
  • Report continuing educations units (CEUs) and professional development hours (PDHs) for the on-demand courses, online programs, conferences, and other approved courses. Mail printed certificates to attendees. Work directly with the Florida Department of Environmental Protection (FDEP) and Florida Board of Professional Engineers to resolve any problems that may arise.
  • Perform other assignments as needed by the executive director.

Contact information:
fsawwa.casey@gmail.com and (407) 957-8447

Donna Metherall
I work as the training coordinator, hired in February 2010 as a full-time staff member.

What I do as a training coordinator:

❖ For Training
  • Manage and coordinate on-demand training (training that is brought to a facility).
  • Ensure that workshops/seminars have the right information per FDEP guidelines before they are advertised.
  • Locate instructors as needed for on-demand training and workshops/seminars for regions.
  • Create training classes as requested for regions or councils.
  • Send sign-in sheets to Casey for reporting of credits.
  • Pre-approve all new programs that require CEUs/PDHs before sending to the Certification and Training Committee for final approval.

❖ For Regional Events
  • Work closely with region chairs and volunteers in setting up events.
  • Maintain the section calendar of events.
  • Create flyers for some of the events and send out event blasts.
  • Manage event registrations.
  • Receive and enter payments in the section’s database.
  • Maintain the sign-in sheets for social and training events.
  • Complete the treasurer’s final event report (TFER) for training events.

❖ Other Assignments
  • Co-maintain the section’s Facebook with Jenny.
  • Perform other assignments as needed by the executive director.

Contact information:
fsawwa.donna@gmail.com and (407) 957-8443

Jenny Arguello
I am the staff assistant, hired in January 2009 as part-time staff. My primary responsibility is to assist the executive director with whatever needs to be done. My other duties include but are not limited to:

❖ Administrative Assignments
  • Mailing of the monthly “welcome packet” for new FSAWWA members.
  • Manage the Utility Council membership by sending out the yearly dues and post payments.
  • Update the region and council pages on the section’s website.
  • Maintain and update contact lists.
  • Co-maintain the section’s Facebook with Donna.
  • Assist the executive director with reviewing the yearly membership directory and resource book before it goes to print.
  • Prepare and mail the monthly accreditation certificates.
  • Deposit the checks at the section’s bank.
  • Assist in “April is Water Conservation Month” proclamations and the annual water conservation awards for the Technical and Education Council’s Water Use Efficiency Division.
  • Maintain headquarters and order office supplies.
  • Attend FWRC and FSAWWA fall conference.
  • Prepare the board of governors meeting materials and binders.
  • Order all the awards for both conferences.
  • Help maintain the conference website.
  • Assist in getting meeting materials, order food and refreshments for other section meetings.

Contact information:
fsawwa.jenny@gmail.com and (407) 957-8448

So there they are—your FSAWWA section staff. I applaud all of them for the way they work together as a team and collaborate to improve the section. Their seamless effort in maintaining continuity through changing section chairs has always amazed me. They are our backbone and our life support. Way to go ladies—I know I couldn’t do it without you!