

Jumana Radwan Abu-Assi

Jumana is a secretary in Nursing Administration, but she does not limit herself to secretarial tasks; she accepts additional assignments wholeheartedly and makes sure they are completed on time. Her commitment and dedication to the department and the institution throughout her 31 years of employment at AUB make her role model to her colleagues.

She is well-known for going beyond the call of duty. For example, she arranged to move the furniture of the whole department at night and over a weekend, in order not to disrupt the work on Monday morning.

Another example of going beyond the call of duty was her willingness to assume responsibility for the Sued House dormitory for nurses. With this task, which she took on in addition to her other numerous duties, Jumana demonstrated creativity by turning the place – without budget – into a suitable living space for nurses. Through her efforts, she was able to identify departments that had extra couches and refrigerators which she used to furnish the new dorm.

In order for her to cope with her heavy workload, Jumana comes to work very early in the morning. She even comes while on vacation to check for any urgent issues and to handle them accordingly. She regularly takes work home in order to meet deadlines, since she is responsible for the submission of the monthly payroll data for over 900 staff.

Jumana does all this without asking for compensatory time or payment for additional hours. Furthermore, her excellent performance has been consistent throughout her more than thirty years of service. This is evidenced by the “Nursing Director award” that she received in 2001 in recognition of the excellence of her care, dedication, competence, and for leading the way.

Feedback from customers include statements such as: “Jumana is a wonderful person to be with; very sociable, very honest, works wholeheartedly to accomplish the assigned tasks; does her job perfectly; helpful, reliable, makes sure she meets deadlines; never says “no” to anything; has charisma; jack of all trades; a person of confidence; sociable, helpful, systematic; does not limit herself to the routine of the job.”