

**Service Quality Task Team
Reports on the President's Excellence Award Finalists
2007**

Joe Manok, Assistant Director for Development Services, Office of Development

Joe has been a member of AUB community since October 1999. In March 2003 Joe joined the Academic Computing Center as a Research Assistant and later in December 2003 he joined the Office of Development as an Information Systems Administrator before being promoted to the position of Assistant Director for Development Services.

Joe's contributions to AUB started with his first year as a sophomore student and continue till this very moment extending over a significant period of time. Upon joining the Office of Development, his creativity and sense of improvement in the business processes did not cease. He introduced and implemented a number of projects to streamline business processes within the Office of Development, working mainly beyond regular office hours, to update PCs and automate reports for both Beirut and NY Development Offices. He coordinated with NY office, mainly after Beirut office hours, using his personal mobile phone. He recently automated report generation for Development Office causing considerable time savings and a faster response. A typical working day for Joe starts at 8:00 am in Beirut but does not necessarily finish before NY office closes 5:00 pm ET (mid night Beirut time)!

Service beyond the call of duty is a personal attitude trait of Joe. During the July 2006 war on Lebanon which lasted 33 days, Joe asked VP Jeffrey to move to his apartment on campus. His concern was the safeguard of Development Office data and electronic records. He ably secured all Development data off campus in a precautionary measure against any strike on Campus or College Hall. He coordinated with NY office, working day and night to provide support and the processing of all NY originating gifts during the war.

He managed to secure an apartment in Ras Beirut from a friend to house an office colleague (and her mother), who resides outside Beirut, so that she can attend to work and process incoming gifts. He also set up another colleague, who lives in North Lebanon and could no longer come to campus, with a remote connection to Development Information System. In doing so, Joe purposefully maintained the processing of gifts and acknowledgements for hundreds of donations that came in response to the Medical Emergency Fund appeal.

Joe was intimately involved with CNS Office and the Office of VP for Administration on the launching of Facing the Challenge website that was created for the July 2006 war including the fundraising campaign for the Medical Emergency Fund and announcements to the community. He ably managed the site and its pages along with the University webmaster. Work included, but was not limited to: collecting data for almost all the pages through visits to departments and offices all over the university for emergency contacts, emergency FAQ, study abroad, emergency inquiries, and the like. All questions and inquiries from staff, faculty, students (current and prospective), and parents were received and responded to in a timely and effective manner by Joe. He worked closely with the Admissions, Registrar, International Student Services, and Human Resources departments and with the Acting Deans. Put simply, he made the whole community his customer.

VP Emeritus George Tomey wrote "the best reaction from Joe to any new demand was "مش مشكلة" (no problem) and really it was. In no time I would find him knocking on my door with a smile on his face and the typical question: is this what you want sir?"

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