



It is our pleasure to nominate Ms. Brooke Bovenizer for the OSBA Central Region Exemplary School Employee Award.

Brooke has served the ESC of Central Ohio as an executive secretary for 16 years and has set the standard for customer service in our agency. She is stationed at the welcome and reception desk of our Central Office and always offers visitors a warm smile along with an immense amount of knowledge and guidance.

Educational service centers, ours included, provide a wide variety of services for educators and schools ranging from substitute teachers to staff professional development to executive search services. The processes to hire staff or participate in these programs and services can be cumbersome. However, Brooke assists hundreds of individuals and organizations navigate the processes necessary to participate in and/or make these programs and services happen easily and efficiently.

She provides in-person services as the first point of contact here at the ESC. The ESC operates background checks and other human resources services as well as a conference center at its main office, meaning many individuals unfamiliar with the agency visit each day to access these services. Brooke welcomes each and every single one of them with a smile and “How may I help you?” as they enter looking for assistance. She then provides them with expert guidance on where to go and with whom to speak.

Brooke also answers most all external phone calls made to the ESC and directs those calling to the necessary office for assistance – and with an agency the size and scope of the ESC of Central Ohio this is no small feat. She provides many, many individuals additional assistance over the phone walking them through the ESC website to the online location they need to complete their request. As a hiring agency, there are a plethora of forms and links individuals need to work through to be employed and Brooke takes the time to ensure each and every one of them is able to do so.

The ESC works with its employees to teach them the “ESC WAY.” The ESC WAY is an initiative that supports our high standard of service. We want customers to always feel like they are being treated as a priority through professional, friendly encounters and communications. If there is one individual that embodies the full meaning of the ESC WAY, it is Brooke Bovenizer. We all strive to meet the standard she has set for customer service to internal and external customers alike, and for this, there is no one more deserving of the Exemplary School Employee Award in the Central Ohio Region.