

## Our Secretaries

This is Administrative Professionals (we call them secretaries at Life Care) Week, and today is the centerpiece of it all. And, as we say in the South, we couldn't get along without 'em.

The idea for such an observance began with Mary Barrett, president of the National Secretaries Association, and C. King Woodbridge, president of the Dictaphone Corporation. The association successfully campaigned for U.S. Secretary of Commerce Charles Sawyer to proclaim the first National Secretaries Week on June 1-7, 1952. The week was created with two objectives in mind – to recognize “the secretary, upon whose skills, loyalty and efficiency the functions of business and government depend,” and to call attention, “through favorable publicity, to the tremendous potential of the secretarial career.”

In 1955, the date of National Secretaries Week was moved to the last full week of April. The name was changed to Professional Secretaries Week in 1981, and became Administrative Professionals Week in 2000.

The corporate campuses of Life Care in Cleveland began today with a breakfast honoring our secretaries and attended by them and their supervisors. The event will include a selection of the Secretary of the Day. As one supervisor wrote in nominating his secretary, Life Care has “the best group of professional secretaries” across the country. I agree, whether their location is Cleveland, where I have the most frequent contacts with them, or in our division offices, where they always demonstrate their competency and friendliness, either during personal visits or on the telephone.

What makes a good Life Care secretary? Here are some descriptions gleaned from the nominations of supervisors for the Secretary of the Day award:

- Dedicated to quality work.
- Willing to learn and excel at new tasks.
- Has the desire to grow and maintain relationships with people in her immediate office area, across the Cleveland campuses and in the division offices.
- Very loyal and giving ... often quietly at work.
- Helps others in time of distress.
- Always at work and has a smile on her face.
- Practices exceptional customer service, both in person and on the telephone.
- Exhibits a quiet spirit, working diligently behind the scenes, ensuring every detail is worked out for the success of others.

(more)

- Learns new processes and implements new ideas quickly.
- Professional image adds to the overall professionalism of the department.
- Goes “above and beyond” the requirements of her job description.
- Has an unselfish attitude and team approach.
- Patient, always there when we need her.
- Respectful and in a good mood always.
- So dependable that you could literally set your clock by her.
- Takes great pride in her work.
- Attendance and punctuality are beyond excellent.
- Applies the principles learned in church with her everyday life.
- A self-starter and requires very little management oversight.

As you can see, as witnessed by their supervisors, Life Care secretaries are gifted, compassionate, dedicated individuals upholding the mission of our company.

And before I conclude this subject, let me add that my executive secretary, Kelly Wilcoxon, gets my vote as Secretary of the Day. Every day. I am blessed by her presence, her productivity and her personality.

--Beecher Hunter