

MAY 2023

Nomination Letter

DiVon Moore | Aim High

DiVon joined FirstService Residential Customer Care Center in November 2021 and quickly progressed to the roles of Tier III/Supervisor and Trainer. Despite her own workload, she always volunteers to take on additional tasks and provides a sense of assurance with a kind warm smile.

When Hurricane Ian battered Florida and some of our associates in the new hire class were affected by the loss of power, DiVon conducted a small group training to get them back on track, ensuring they didn't fall behind.

Since then, DiVon has played a crucial role in revamping the new hire training program. She continuously seeks ways to enhance processes and the overall experience of our associates. She is intelligent, optimistic, always willing to lend a hand, and her abilities and commitment have the full trust of the leadership team, which is why DiVon was selected for the Emerging Leaders program.

We are grateful to have an all-star like DiVon a part of the CCC and fully believe she can achieve anything as she continues to aim high.

Lorena Chavez
Learning and Development Manager