



Media Contact:
Alex Southern, PIO
City of Granbury
817-573-6764 (office)
817-565-5285 (cell)
asouthern@granbury.org

NEWS RELEASE

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Low Receives City's 'Spotlight on Leadership Award'

Granbury, Texas – Utility Billing Manager Sharee Lowe was the recipient of the City of Granbury's "Spotlight on Leadership Award" on Thursday. The award recognizes an employee who had displayed exceptional leadership in their department or throughout the City.

This was the first award recognizing the three-year City employee, who was humbled at receiving the honor.

"My passion is customer service, and, as a taxpayer myself, if innovation can get us there in a less expensive manner, it's a priority," she said. "I like to use automation to its maximum ability and customer service where a machine can't. To me, it's as simple as the Golden Rule, treat others how you want to be treated."

Lowe also said that compassionate customer service and being good stewards of taxpayer's money and resources are rewards in and of themselves.

"Recognition for the hard work you put in day-in and day-out is so nice," she said. "A lot of the credit also goes to my staff, who have helped me implement modernized upgrades and outreach to our citizens."

Lowe was also quick to recognize the leadership above her too.

"The encouragement I receive from those who let me be creative is invaluable. Giving the ok to look critically at our utility billing processes and suggest changes shows how forward-thinking and innovative the City's leadership is."

Lowe received the award from City Manager Chris Coffman after giving a presentation to the City's Executive Staff on her changes to the City's Utility Billing process.

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"It's so important that we recognize and encourage the outstanding work and innovation that comes from our staff," Coffman said. "The work Sharee has done over the past few months has been both of those. It was easy to give her this award."

For questions or more information, please contact Granbury Public Information Officer Alex Southern at 817-573-6764 or asouthern@granbury.org.

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Photo caption: City Manager Chris Coffman (left) presents Sharee Lowe (right) with the Spotlight on Leadership Award. Photo by PIO Alex Southern