

Employee Profile – HR & Admin

SPOTLIGHT on Ms. Shana Lovency, A Master Multi-tasker



The Administration Department is usually a buzz of activity. The switchboard is always ringing, someone always wants a fax sent out urgently and stationery has to be organized. Amidst this busy atmosphere, Shana Lovency is resolute with her professionalism and efficiency in carrying out her duties as SLASPA's Office Attendant. Her calm demeanor and warm smile reassures you she will take care of your needs.

The importance of Shana Lovency's position as an Office Attendant is not lost on anyone at SLASPA. Shana performs the duties of a data entry clerk, customer service rep, delivers mail to internal and external customers, safely delivers cheques and other confidential important documents, handles stationery requests and also assists on the switchboard. Talk about a master multi-tasker! The fluency and seamlessness with which she can adapt to each role is something many would aspire to, as all these roles are immensely different.

Ms. Lovency has been employed with the organization since September 1st, 2003 in the Human Resources and Administration Department. "One thing I love about my job is that I get to interact with a variety of customers on a daily basis enabling me to utilize my Customer Service skills" stated Shana during the interview. She continues, smiling with an air of confidence "The best aspect of working is the comfortable working atmosphere and the people I work with. These have made it a joy to come to work."

“Shana is a model employee in the execution of her duties. Whatever she is called upon to do, she performs quickly and efficiently – an indication of how seriously she takes her job. No task is left for later – for Shana, it must be done now. Shana well deserves this recognition and on behalf of the Administration Department, where she is stationed, we take this opportunity to congratulate her and wish her all the best as she continues on her journey of excellence.” stated Mrs. Geneva Scott-Francis, Administrative Officer.

“What I also like about SLASPA are the training opportunities offered to staff members and group health plan afforded to employees and their families.” stated Ms. Lovency. This is a sentiment that has been echoed by all employees who have been interviewed thus far; it is obvious SLASPA is doing something great for all their employees.

Ms. Lovency, who is now focusing on self-development, has just enrolled in an ABE Program in Business Management with the University of the West Indies. “This program will give me greater skills necessary to complete my assigned tasks, make me more employable and marketable in the organization whereby I hope to be promoted.”

“I know it will be a challenge to balance work, school and motherhood, as I am a single mother raising my nine year old son, but it is a task I am willing to undertake for the betterment of myself and the future of my son.”

We wish Shana success in her future endeavours and congratulate her being a model employee.