



University Events &
Ceremonies

Division of
Advancement

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November 25, 2019

Mr. Neville McGuire
Chair, Selection Committee
President's Staff Recognition Awards
Kaneff Tower, 10th Floor
4700 Keele Street
York University
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**Nomination for the President's Voice of York Award:
Ms. Jeanine Papacharalambous**

Dear Members of the Selection Committee:

I am pleased to nominate Ms. Jeanine Papacharalambous to receive the 2019 President's Voice of York Award. If there is a single person who best exemplifies the values and represents the goals of York University, it is unquestionably Jeanine Papacharalambous. Not only is she Alumna, but she also delights in her job.

Regardless of the task or obstacle, Jeanine always provides assistance with a positive attitude. She has an exceptional capacity for quick learning, a tireless ability to go above-and-beyond, balanced with a clever sense of humour. This is particularly imperative in the Office of University Events & Ceremonies as our team is the frontline for the University.

Whether registering guests, coordinating events, answering calls or emails, working at Convocation, or helping with other University ceremonies, Jeanine is York's frontline host to thousands of guests annually, including families, students, faculty, media, philanthropists, and international dignitaries. As the face of York University, Jeanine remains ever-calm, polite, pleasant, welcoming, and supportive. Understandably, being the frontline results in occasional encounters with less than polite people, and yet Jeanine remains steadfast with her professionalism and compassionate support.

An excellent example of Jeanine's positive approach occurred during the 2018 Convocation ceremonies – while typically complex, they were made even more complicated with the impact of the labour action. As the Registrar's Office worked tirelessly to approve students to graduate, my team was met with many unexpected irritated students and their impatient families. Literally placed in the face of frustrated, confused, and angry people, Jeanine remained a consummate professional who offered support, positivity, and options for resolution. Her pleasant demeanour alleviated many challenging situations, to the benefit of the families and the positive reputation of York University.



Over the past few years, Jeanine has been tasked with a considerable workload. With two colleagues absent on medical and maternity leaves, Jeanine rose to the occasion to coordinate the majority of events while providing guidance and support to the temporary staff I hired. Not only did she accept this workload challenge with a positive attitude, Jeanine also inferred it as a learning opportunity. Any Manager would be lucky to have a staff member confront such a predicament with positivity!

Compounding her busy schedule of York events, Jeanine has taken the initiative to further her education by taking French language courses, an Event Management Certificate from Humber College, and MS Excel courses. She also enrolled in the Track 1 NAACO Education Certificate program, and joined Protocol & Diplomacy International – Protocol Officers Association. This training and career development further support her enthusiasm and capacity as an Ambassador for York. Per our motto (*Tentanda via – the way must be tried*), Jeanine is always exploring ways to better herself and improve our events.

In her personal life, she is always coordinating weddings, showers, or her family's annual Autism gala fundraiser. During the summer of 2019, three of Jeanine's family members died unexpectedly. While devastated, Jeanine approached these losses with resilience, and her strong faith, only to return to the team with her ever-present positivity and professionalism.

Never able to decline a request, Jeanine volunteers with the United Way Committee and provides frontline support other events. This enthusiastic passion for the campaign positively reflects on the University yet again. In her spare time, Jeanine also supports her Divisional colleagues by arranging holiday parties and staff retreats.

Suffice to say, Jeanine Papacharalambous is the face of York, an exceptional ambassador for the University, and a leader and inspiration for colleagues. York University is tremendously lucky to have Jeanine in our workforce and I emphatically nominate her for the Voice of York Award.

Sincerely,



Peter E. Aylan-Parker
Associate Director, University Events & Ceremonies
Division of Advancement

NB: If the Selection Committee approves Jeanine to receive this award, please discreetly inform me ASAP as I'd like to ensure Jeanine is not involved with the planning of this particular event.