

Nominee: Bev Godwin, director, Federal Citizen Information Center, GSA

Nominator: Nancy Tyler, public service and citizen outreach manager, FCIC, GSA

Why is this person a great federal leader?

As the head of the Federal Citizen Information Center, Bev Godwin has turned our office into a modern program with great momentum, using the best technology to deliver the highest quality services to the public through websites like USA.gov and GobiernoUSA.gov and the National Contact Center's 1-800-FED-INFO phone line. Bev is a powerhouse whose passion is to find the best ways to connect Americans with government information, benefits and services that can help make their lives better. She genuinely cares for and stirs the hearts of the people she manages, as we catch her vision for working faster and smarter for the love of the country we serve. She's challenged us to modernize our systems, ride the leading edge of social media outreach, grow our electronic publication distribution, deepen website content, while being fiscally responsible in developing new ways to connect the public with the trusted government information they need, anywhere and in any way they want to receive it. Through her leadership and the work of her team, our citizen touch points — every time we serve an individual with government information — grew 98 percent in FY12 to 540 million. Bev's a three-time Fed 100 winner, a recipient of the Innovations in American Government award and has been interviewed multiple times on Federal News Radio. She gives the people she works with, and the American public, so many reasons to be proud.

Give at least one specific example of a time this person has shown their exceptional leadership abilities.

Bev made wise and sensitive use of her leadership abilities from her start as the head of FCIC in December 2010. It was a time of great change for our organization following 28 years under a much-loved former program director and at the time of substantial workplace change as we moved from our headquarters to an open floor-plan temporary space. Some felt disoriented in the new space and situation, but Bev respectfully took her place at the helm, humbly being tutored by our former director and reassuringly and confidently leading us into a new era of achievement.

What qualities do you look for in a great leader?

Great leaders have the ability to unite the hearts and grow the skills and vision of their team members, passionately working together to make life better for the people they serve. People follow leaders like Bev not out of fear or compulsion but because they know that they are valued as individuals, and that their skills and gifts are being developed and used for good things.

Nominee: Bev Godwin, director, Federal Citizen Information Center, GSA

Nominator: Maria Marreo, senior Web/new media designer, GSA

Why is this person a great federal leader?

Bev is a great federal leader because she believes on her team, organization, agency and wants to help the American people. She is determined to be the best and always praises her team for the accomplishments. She is openminded and enthusiastic about offering the best service and information to the general public.

Give at least one specific example of a time this person has shown their exceptional leadership abilities.

In very difficult times when the GSA scandal came out, she showed her courage and confidence. Even though, it was a challenging situation, she gave her team an air of confidence. She encouraged her team to maintain a positive attitude and reminded us how great her team is and all the wonderful things we have accomplished together.

What qualities do you look for in a great leader?

- Responsible - Honest - Confident - Enthusiastic - Reliable - Patient - Loyal - Determined

Nominee: Bev Godwin, director, Federal Citizen Information Center, GSA

Nominator: Amber Van Amburg, Web manager, FCIC, GSA

Why is this person a great federal leader?

Bev listens to all points of view before making major decisions. She is always on the lookout for the next big idea in a field where technology moves quickly. She inspires her team to try new things and to not be afraid to have something fail. Her dedication to public service is a true inspiration to anyone she meets.

Give at least one specific example of a time this person has shown their exceptional leadership abilities.

During Hurricane Sandy, Bev lead the effort to coordinate communication across federal agencies before, during and after the storm. For the first time, the government's voice was unified and all available channels (telephone, Web and even text messages) were utilized to get information out to citizens. It was a start of a new day in the federal government.

What qualities do you look for in a great leader?

A great leader listens to all points of view before making decisions. A leader understands that it is not about being right but about making the right choices for the greater good.

Nominee: Bev Godwin, director, Federal Citizen Information Center, GSA

Nominator: Joanne McGovern, Web content team leader, USA.gov, GSA

Why is this person a great federal leader?

She's smart, tireless, strong, ethical, fair, eager to take on challenge and change, will promote and defend the right course, and can step away from a conflict with grace and the respect of her adversaries. Her number one priority is delivering government services and information, and she inspires her staff to over-achieve every day. The icing on the Bev cake is her human touch. She knows everyone on the staff in a personal way and knows our families too. Over the years, you and your co-workers go through challenging times in your personal lives like illnesses, injuries, teenagers, births and deaths. Bev is always kind and supportive and makes sure that you know that your "work family" will support you during a difficult time. This kind of support is part of the office culture — it's just what we do.

Give at least one specific example of a time this person has shown their exceptional leadership abilities.

There are many examples because Bev's exceptional leadership isn't demonstrated in an event or an anecdote. It's how she lives every day. But since you asked, I'll use the example of how Bev stepped into her role as director of the Federal Citizen Information Center (FCIC) and immediately began a citizen-centric, consolidation and integration of resources and communication channels in the FCIC. The project streamlined seven websites into three. The FCIC consolidated Web hosting infrastructure and content management, examined and streamlined business processes, maximized search engine optimization, eliminated redundant content, modernized the process to order government publications online, saved the government money and ultimately improved FCICs ability to deliver government information and services to the public. You can imagine that the challenges of such a project are not only functional and technical, but organizational and personal. A lot of people devoted a lot to the sites that were shut down, and they took great pride in their work. In the end, it was a great success — everyone's concerns were heard, everyone's work was valued, and everyone was able to move forward with the understanding that by working together more closely and in a new structure, we can be a stronger, more effective organization. And at the end of the day, that's what it's all about.

What qualities do you look for in a great leader?

One that shows true respect for employees, gratitude, intelligence, stage presence, energy, determination, ethics, fairness and compassion.

Nominee: Bev Godwin, director, Federal Citizen Information Center, GSA

Nominator: Stephanie Madden, Web content manager, GSA

Why is this person a great federal leader?

I knew Bev was an exceptional federal leader from the very beginning. It truly was from the very beginning — her employees lauded their boss during my interviews with them! As a leader, Bev is smart, businesslike, forward-thinking and incredibly hard-working, but also possesses a fun and kind side. As a great federal leader, she understands the importance of open communication with other agencies and companies and stays on the cutting-edge of technology, which is an important tool to accomplish our mission of communicating useful federal information to the public. She also tirelessly champions FCIC's mission, while championing each of us, her employees, too. She encourages us to flesh out ideas, and allows us to make mistakes in the process.

Give at least one specific example of a time this person has shown their exceptional leadership abilities.

Bev hires excellent workers and then trusts them to do their jobs. She requires results, but she doesn't over-manage in the process.

What qualities do you look for in a great leader?

Intelligence; business acumen; diligence; coordination with other agencies and companies; a sense of humor; kindness and support for her employees and confidence. A great leader hires excellent workers, and then has the confidence to trust them to do their jobs. He or she allows them to flesh out ideas, even if they ultimately fail. He or she also stays on the cutting edge of technology. Bev possesses these qualities and is an outstanding federal leader. She is undeniably the best candidate for the Top Leader award.

Nominee: Bev Godwin, director, Federal Citizen Information Center, GSA

Nominator: Puthorn Suwannasingh, visual, graphic designer (contractor), GSA

Why is this person a great federal leader?

Lead by example and dedication.

Give at least one specific example of a time this person has shown their exceptional leadership abilities.

Recognize and focus on what you can do.

What qualities do you look for in a great leader?

Stand up for the team, spend time thinking strategically and communication through the team.

Nominee: Bev Godwin, director, Federal Citizen Information Center, GSA

Nominator: Victoria Bitzer, bilingual Web content manager, GSA

Why is this person a great federal leader?

Bev is one of those people who you instantly like. She is welcoming, patient, fair and very even keeled. She also motivates you to do your best, expects results and gives you the tools by which to achieve them. Bev also challenges her teams and is open to new ideas and is actionable about them. This is really distinctive in my view, as most leaders after a few years can become complacent.

Give at least one specific example of a time this person has shown their exceptional leadership abilities.

GSA has undergone various challenges in the past year. It hasn't been easy to navigate the tough waters of new administrative responsibilities that involve travel or conferences. Bev handles situations like this with grace, patience, and a "we can do this" attitude. She is fantastic about keeping us abreast of new rules and always provides guidance. She looks for our input, wants to make sure our needs and questions are met. She displays the perfect balance of leadership, doing what's best for the public, organization, and her teams.

What qualities do you look for in a great leader?

Fairness, guidance, team oriented, shares credit, challenges you. Someone that is compassionate but also expects the best out of you, because he/she leads by example.

Nominee: Bev Godwin, director, Federal Citizen Information Center, GSA

Nominator: Mary Ann Monroe, federal information specialist, GSA

Why is this person a great federal leader?

She inspires staff to reach for higher goals and to think beyond current capabilities and work. She inspires us to think about innovation all the time.

Give at least one specific example of a time this person has shown their exceptional leadership abilities.

Employee morale — Bev established a "hero of the week" weekly for our Federal Citizen Information Center. She routinely recognizes a staff person who exhibits characteristics of excellent citizen service through their work. The award is simply a strange looking trophy that is passed on to the winner and they display on their desk all week. It's also good because she awards for tangible results, not just for "being nice" or being a "hard worker." It motivates everyone to think about their works in a results driven way.

What qualities do you look for in a great leader?

Goal oriented, clear and regular communicator, caring for me as a person not just an employee, visionary, respectful of all people.

Nominee: Bev Godwin, director, Federal Citizen Information Center, GSA

Nominator: Sarah Crane, director, USA.gov, GobiernoUSA.gov, Kids.gov

Why is this person a great federal leader?

Bev is an outstanding leader who always puts her team first. She is dedicated to improving public service and does everything with the citizen at heart.

Give at least one specific example of a time this person has shown their exceptional leadership abilities.

Bev has stood up incredible, long-lasting and transformative programs such as USA.gov, GobiernoUSA.gov, Challenge.gov, and more.

What qualities do you look for in a great leader?

Risk-taking, innovation, empathy, friendliness, and dedication

Nominee: Bev Godwin, director, Federal Citizen Information Center, GSA

Nominator: Martha Dorris, deputy associate administrator, GSA

Why is this person a great federal leader?

First, Bev has a passion for the mission of the Office of Citizen Services and the Federal Citizen Information Center. She uses her passion for the mission and for the people who work for her to constantly and continuously strive for providing information to the public whenever and wherever they want it. She uses her thirst for innovation to drive new ways and methods for satisfying the mission which has served all of OCSIT well. Whether its new technologies or social media techniques, Bev drives towards meeting her goals.

Give at least one specific example of a time this person has shown their exceptional leadership abilities.

Upon taking on this position about two years ago, Bev has improved the delivery of information by integrating delivery channels of Web, phone and print as well as integrated content across numerous websites into USA.gov. This not only is more efficient for us to operate, it provides a better, more integrated experience for the public when accessing government information. She has driven her print team to embrace the use of e-readers which will ensure that consumers can continue to access information that federal agencies don't have budgets to print. With the use of social media in addition to traditional channels, OCSIT has marked a high of almost 540 million touches with the public.

What qualities do you look for in a great leader?

Bev creates an environment where her team can safely discuss issues they have without fear of retribution. She believes in her team, listens to them, inspires them and recognizes them for their achievements.

Nominee: Bev Godwin, director, Federal Citizen Information Center, GSA

Nominator: Kathy Conrad, principal deputy administrator, Office of Citizen Services and Innovative Technologies, GSA

Why is this person a great federal leader?

As a direct result of Bev's clear vision, exceptional leadership and management skill, the Federal Citizen Information Center has achieved unprecedented levels of public engagement and outreach. Bev's passion for and dedication to empowering citizens ensures the public can obtain practical information on consumer problems and government services where ever they are, whenever they want, using whatever communication method they choose.

Last year, the public visited FCIC's flagship USA.gov website 50 million times; FCIC distributed over 25 million government publications on topics including home mortgages, health and identity theft, and 10 million copies of our highly regarded Consumer Action Handbook. Bev is continually enhancing FCIC services and finding new ways to ensure effective use of and access to government information that can improve people's lives.

Give at least one specific example of a time this person has shown their exceptional leadership abilities.

Bev recognized that to reach all segments of the public, we needed to expand beyond using traditional websites. She led a major effort to dramatically expand use of social media, resulting in an exponential increase in citizen interaction, including over 261,000 Twitter followers, 60,000 Facebook fans and 23,000 blog followers. As just one example, Gobierno.gov's social media through Facebook, Twitter and YouTube increased by 700 percent last year. She also launched an exciting initiative to make government publications available in e-reader formats, which improves access to this important information while decreasing cost and increasing sustainability through reduced printing and mailing.

What qualities do you look for in a great leader?

Bev has all the qualities I consider essential for great leaders. She is absolutely honest and of high integrity; she models the work ethic, passion for public service and management style she expects of her team. She has an exceptional ability to motivate and guide others and is quick to recognize and nurture talent at all levels. She has deep knowledge and expertise, but is humble and quick to share ideas, collaborate, and consider alternatives. She also excels in setting clear expectations and goals, is accountable for results, which she virtually always delivers on time, within budget, and often exceeds. She is an excellent problem solver, and highly values teamwork and employee recognition. Bev ensures that everyone around her knows they are appreciated.

EDITOR'S NOTE: Simchah Suveyke-Bogin, federal information specialist at GSA, also nominated Bev Godwin, but she did not answer the questions on the nomination form.