

Category 5: Young Stabiliser of the Year

Stefanie Lesser, Senior
Operational Coordinator

Downer EDI Works



2021 AustStab Awards of Excellence

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Overview

Stefanie stepped up to undertake the responsibilities of vacant roles very early in her Downer career. In doing so, Stefanie has:

- Developed a customer centric approach
- Been able to build on existing and create new relationships, which have provide the business continuous work
- Built on operator and management relations
- Streamlined day to day operations, and
- Has always strived to deliver optimum results for clients and the business unit

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Initiative and Environment

- Stefanie undertook a coordinator role with Downer in late 2019, which quickly developed into much more due to movement of personnel and changes to business structure
- Opposed to taking a too hard attitude, her commitment to growth and development meant that Stefanie stepped up to the challenge and took on a number of responsibilities, which were left unattended
- Upon doing so, Stefanie has re-defined the expectations of her role whilst excelling in her additional tasks

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Challenges Faced

- Being new to the stabilisation industry and having to quickly learn the in's and out's of stabilisation
- Picking up additional roles and responsibilities
- Creating and building on client relations, which were not left in the best conditions
- Requiring to build on existing operator-to-management relations
- Time management – Stefanie was required to spend a fair bit on time onsite with operators and clients in regional NSW whilst maintaining administrative duties

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Description of Success

- Stepping up and taking initiative and charge where there has been a lack of leadership
- Customer satisfaction in the areas of communication with Downer, commitment to works, and being there when promised
- Developing relationships with existing and new clients, which in turn has generated increased works and revenue
- Operator's endorsement of the positive difference in work load along with management's response to actioning their needs
- Profitability due to efficiently managing work schedules and forecasting of future schedules

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Evidence of Success

- Bradley Fenech (Downer, Operator)
 - “It has taken a few years but I am starting to enjoy my job again, and for that I thank YOU for all the effort you have put into improving our division, you are also an asset to the team. As for doing both jobs at MWRC it's about keeping the job going and the client happy ‘caus without our clients none of us have a job.”
- Rhonda Carpenter (KLMR, Director)
 - “oh... you’re too good” in reply to prompt quotation and booking being made for future works
- Rebecca Cooper (Hilltops Council, Works Engineer)
 - It is a testament to Stef's knowledge of her work and her ease to work with by respect and rapport shown by her ground staff.

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Evidence of Success

- Simon Armitage (Bathurst Regional Council, Manager Works)
 - She is always very helpful and is clearly well organised. Stefanie goes out of her way to accommodate our needs, which has been exceptionally helpful to our works program over the past 12 months. She approaches all of our enquiries with a professional manner and is always courteous and polite.
- Mark Ellis (Cootamundra-Gundagai RC, Manager Civil Works)
 - We have noticed her interaction with Council employees on work sites and with Downer work crews, who have the utmost respect and appreciation for Stefanie's on-going professional support and assistance for their wellbeing and safety.

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