

February 11, 2020

To whom it may concern:

I am writing on behalf of Nicolaus “Nick” Allen, who has been employed as an Office Worker (OW), Office Manager (OM), and Summer Housing Representative with the Office of Housing and Residence Living and Dining Services (OHRLD) at Indiana University of Pennsylvania from August 2017 through the present time. During this time, Nick has displayed a high degree of motivation to excel in these positions and dedication to our office. He has also demonstrated several skills and abilities that would serve him well in a position with your department.

Coordinating and managing our offices can be a difficult task; a person must be able to coordinate varied schedules to ensure coverage during open hours, working with residents and staff on a daily basis, ensuring proper adherence to policies (including key and card accountability), and communicate effectively with various levels of staff. In my observations of Nick, I have not seen her be afraid to explain and enforce Office or University Policy to our residents. He also keeps me appropriately informed of what occurs with our office staff and the issues that residents report. Nick is also very punctual and accurate with all administrative items and follows up on with residents regarding questions or concerns that they have in a prompt manner. Overall, he has been a dependable and reliable member of the OHRLD team at IUP

In his current position, Nick has done his best to make sure that our office operates in a consistent and efficient manner. He schedules coverage for our office, scheduling staff to fill approximately 110 hours a week. Nick also trains new office staff members and familiarizes them with the appropriate operations of the office. Nick kept us operating efficiently and has assisted me in building a strong team in Putt and Delaney Halls.

Finally, Nick has been a delight to work with. He consistently displays a positive attitude toward what is at times a difficult, thankless position and works hard to improve our office operations. He works well with his fellow Office Workers, Resident Assistants, and residents. Nick often will volunteer for extra projects, shifts, or tasks without being asked. I have never had to worry if a task was going to be completed by Nick and these tasks are typically completed above expectations. Nick also is not afraid to ask questions and seek an understanding of processes. Finally, Nick is an excellent student and passionate about his future career in Media, when not working on office tasks you will find him working on his video editing projects, planning out his shows or working on other media-related projects. Overall it has been a pleasure to work with Nick and I would highly recommend him for this experience.

If you have any questions about this letter or need additional information. Please feel free to contact me at (724) 357-2696 and ask to speak with me or e-mail wjzimmer@iup.edu.

Sincerely,



William “Bill” Zimmerman, M.A.
Resident Director, Putt & Delaney Halls
Indiana University of Pennsylvania