

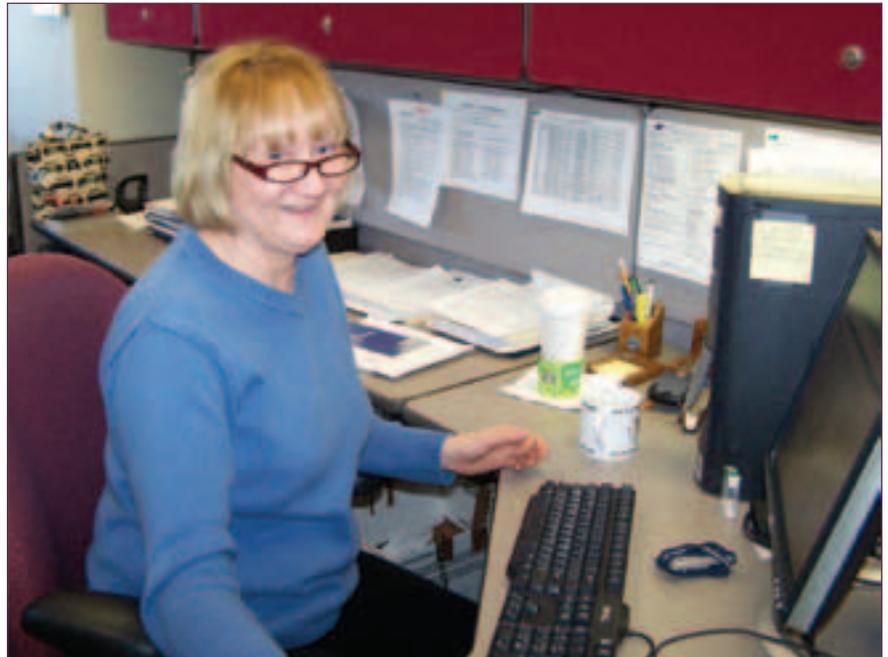
International Division Employee Customer Support'

By *Mark Woodbury*
DCMA Public Affairs

Ann Radcliffe, 18th century author, said, "One act of beneficence, one act of real usefulness, is worth all the abstract sentiment in the world."

According to those who work directly with Karen Smith, Defense Contract Management Agency International management analyst, this quote embodies why many view her as an irreplaceable asset within the agency. "Karen is a consummate professional," said Jeff Ford, DCMA Northern Europe deputy director. "Karen's default customer service approach to any situation is, 'How can I help?' and, more specifically, 'Here are some solutions to consider for this situation.'"

With 32 years of working experience to her name, Smith provides assistance with human resource issues for International Division as a liaison to the Civilian Personnel Operations Center, gives advice and assistance to contract management office human resources liaisons and serves as the data administrator for DCMAI's National Security Personnel System workforce.



Karen Smith, DCMAI Division management analyst, poses for a picture at her desk at the contract management office in Boston. (Photo by Ann Jensis-Dale, DCMA Public Affairs)

According to the leadership she supports, long before DCMA implemented NSPS in 2008, Smith began educating herself on the policies and procedures. "Karen has been the catalyst for the smooth International Division transition to NSPS," said Steve Trautwein, DCMA Southern Europe deputy director. "Her knowledge and ability to communicate clearly on a complex subject have been key to our overall success in implementing NSPS."

Ford stated, "Karen worked without end to assist each supervisor at DCMA Northern Europe throughout the NSPS cycle last calendar year. [Her] support to DCMA Northern Europe during the implementation of NSPS has defined customer support to me."

Smith's direct supervisor says she could not be happier with what Smith brings to the table. "Karen is a true team player who is dedicated to her customers," said

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Kathy Butera, DCMA International commander's action group director. "She leads by example and is always looking out for the best interests of the employees and the agency."

In thinking of a particular person whom Smith admires for their contributions to women as a whole within the workforce, Smith "admires any woman, or man, who has had to overcome something that was so overwhelming at that moment in time they didn't think they would survive, but found the courage, or had the confidence in themselves, to overcome it and learn from it." Smith said it is situations like the one she describes that really make a person genuine.

Smith does, however, credit an important early-career insight provided by a former colleague for shaping the way she approaches



Karen Smith, middle, DCMAI Division management analyst, meets with Molly Marshall, left, DCMA Business Operations Center director, and Kathy Maguire, right, DCMA Operations Center management analyst, at the contract management office in Boston, Feb. 3. (Photo by Ann Jensis-Dale, DCMA Public Affairs)

everyday work. "She taught me to research everything," Smith said. "Not to merely 'do what has always been done in the past.' This changed the way I approached my work and has helped me to become the specialist I am today." Having worked with Smith in

two different DCMA divisions, Trautwein holds her in high regard. "Karen is truly one of the finest HR professionals in DCMA. I have personally seen both organizations benefit from her knowledge and professional acumen."

While summing up his praises for Smith, Ford said, "all of us are extremely fortunate to have her on our team," adding, "[She] has the right personal makeup and is well placed within the organization to help our division, and agency, achieve all of our desired human capital outcomes." **C**

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