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Helping Parents and Children Connect to Recreational Activities



Fontana, Calif.- Walking through the sliding doors of the Community Services Department office located at 16860 Valencia Avenue, you are welcomed with many smiling faces. One of those faces is none other than Administrative Clerk Susana Gallardo who is ready to connect you and your family to all City of Fontana recreational activities.

As Susana approaches her 10-year anniversary with the City of Fontana, she has had her share of different administrative and clerical duties while working with the Community Services Department. Currently, in her role as an Administrative Clerk, she assists customers at the front counter with class registrations, shelter permits and special event application information. If a resident calls in, Susana is on the line ready to help: "I translate and provide customer service to our customers via the Spanish Line. I love to tell residents about all the exciting things that [Community Services] has to offer."

As a resident of Fontana, Susana is delighted to get to know her Fontana neighbors every day. "I really enjoy the public contact and the relationships that I have built over the years with my customers. Some customers treat me like family and that makes me happy!"

But her role extends far passed the counter of the Community Services office. "I work several special events including Fontana Days Run, Concerts in the Park and Arbor Day. You can usually find me

handing out general information at these events. I also attend City Wide Community Meetings," states Susana.

If you haven't called or walked-in the office to sign up for a class, you may have used the software Perfect Mind that allows the community to register for activities online. Well, Susana played a role in its development. "I was fortunate to be a key person in the implementation of the software and was commended by our Parks and Community Services Commission on April 27, 2017. I worked long hours at work and at home to help meet deadlines and bring this new software to life for city residents."

When it comes to parents enrolling children into programs, Susana always echoes the advice that was once given to her: "It's not about the 'quantity' of time but the 'quality' of the time with their children. I believe spending time with children is so important and sometimes busy parents have to be reminded of that."

Susana has been selected as the City of Fontana Employee Spotlight for the month of May based on nominations from her peers. Her coworkers describe her as diligent, reliable and attentive to all the little things around the office that are usually overlooked.

Outside of work, you can find Susana spending time with her husband and children.

If you need assistance enrolling in a program with the Community Services Department, please contact Susana Gallardo at (909) 349-6901 or sgallardo@fontana.org.