



## Ramdassie Bheecham

Office Manager  
City Clerk's Office

Ramdassie (Dassie) Bheecham, Office Manager for the City Clerk's Office is the kind of person every Department Head would like to have on his or her staff.

When Boston citizens come into the City Clerk's Office, they are met with Dassie's calm demeanor and commitment to resolve their concerns. She provides solace to these visitors and makes it quickly apparent that she will do whatever it takes to help them. If the problem is with another city agency, she contacts that department to see what can be done. On many occasions she has personally escorted individuals to other offices and become the citizen's unyielding advocate to ensure that the issue is address and solved.

Dassie's positive, can do attitude impacts the entire City Clerk's Office. When she arrived in this department, 29 years ago, all records were hand written—a momentous task considering that the City Clerk's Office is responsible for accepting, filing, recording and maintaining all municipal records and for publishing the agenda for all City Council meetings, recording Council and related Mayoral actions, and compiling the minutes of Council Meetings. The Department also maintains the Council's document system database and publishes all ordinances and amended codes on a yearly basis in addition to overseeing the work of the Archives Commission.

Two years after her arrival, Dassie received the first computer to be used in city government and quickly recognized the worth of this "strange" machine. With no previous training in computers, she studied programs and investigated how they could help organize the abundance of records in the office. Her advocacy for use of IT has been instrumental in streamlining communications and record keeping.

Dassie's most recent accomplishment is the implementation of the IPS program in the City Clerk's Office, a system that will eventually link this office to departments throughout the City. Her vast knowledge of computer systems and strong support of other staff members provides her co-workers an immediate reference point for any concern relative to office or IT procedures.

Throughout City Hall Dassie is known for her cooperative attitude and prudent decision making skills, but she has another reputation that also lives in the building. Her primary goal, fueled by her commitment to helping others, prompts her to take any necessary measure to address a citizen's need. Consequently, she never hesitates to approach other city employees with a request for assistance or for the answer to a question that will better enable her to help someone else.

Dassie Bheecham is truly well deserving of the 2016 Shattuck Award. Thank you, Dassie, for your organizational skills and commitment to the City of Boston and its citizens.