



Arlie Onion

HRIS Specialist, HR
Department



Arlie Onion is an award recipient for demonstrating all six qualities of Service Excellence in her role as a Human Resources Information Specialist and Supervisor to the Human Resources Assistant group.

Culture of Care

Arlie puts people first. She will drop everything, no matter how important the work is that she is engaged in, to assist anyone who comes to her. Arlie has an open-door policy and keeps an open mind, viewing things from every perspective. She aims to keep everyone happy while maintaining an equilibrium.

Individualized Care

Through patience, knowledge and understanding, Arlie deeply cares about those around her. She will go out of her way to check in on a colleague who is ill or struggling. Her co-workers consider her to be a “champion” of the department.

Above and Beyond

Arlie sacrifices her own work so that she can support others, even if it means she must work late. She goes out of her way to ensure her employees have everything they need to do their jobs.

Recognized and Valued

By taking the time to form personal bonds, Arlie values and treats each and every person with respect and equality. She celebrates successes within her department to ensure they feel recognized.

Collaboration and Communication

Arlie regularly and proactively works with other departments to minimize and mitigate risks associated with large amounts of highly sensitive data. Arlie can often be found working on various teams within the organization in pursuit of implementing and modifying work processes and procedures. Her insight on these teams are critical to team successes and engages with everyone on those teams to encourage open and meaningful dialogue in order to achieve business best practices.

Action Start to Finish

Working with other departments and stakeholders, Arlie’s work ethic exemplifies all aspects of the Service Excellence vision. She is an effective leader and is effortlessly able to engage all parties in the pursuit of business and service delivery excellence.

For her high level of customer service and her willingness to share her expertise, the Upper Canada District School Board is proud to honour Arlie with a Service Excellence Award.