

Customer Service



ROBERT MONTAGUE

Department of Agriculture and
Consumer Services

Robert Montague is deeply committed to his job as an Area Ranger in the Forest Service Division of the N.C. Department of Agriculture and Consumer Services (NCACS). He is responsible for delivery of the services and programs offered by the Forest Service such as supervising four personnel, responding to and extinguishing forest fires that occur in Granville and Vance counties, and offering Forest Service educational services to people of all ages. His exceptional drive continues to ensure the needs of his co-workers and peers are met and provide external customers with the best in professionalism and efficiency.

In Granville and Vance counties, there were 189 emergency responses to forest fires during the 2020-21 fiscal year. Montague personally responded to 65% of them, including many that sparked outside of traditional work hours.

Montague consistently looks for opportunities to help his community. When a non-wildfire call came in about a tree having fallen on an elderly man, he rushed to the scene to work alongside the local fire department. Even though these emergencies are outside of the Fire Service's scope, Montague volunteers and lends a helping hand whenever and however he can.

Robert Montague is naturally a customer service-oriented person who always strives to help people. We are thankful for all his hard work, knowledge, and trustworthiness towards his customers and peers.

