

# Treasurer-Tax Collector Newsletter

*At A Glance ~ March & April 2018*

## Treasurer

*Sandie Arnott, Treasurer-Tax Collector*

- On March 26<sup>th</sup> we enjoyed a nice farewell lunch with Revenue Services staff all of whom transferred to the County Manager's Office effective April 2. We wish our colleagues well in their new department.
- Revenue collections will continue to be taken at the Treasurer's cashier windows through the end of May. The cashiering section at 455 should be open and fully operational by June 1.
- Thanks to everyone for their hard work in ensuring another smooth tax collection. Sadly, our mobile mailbox and tent incurred some damage during the storm, but thankfully, no one was hurt and there was no damage to surrounding property. With the increasing popularity of the mobile mailbox (1400 customers this past tax season) we are currently in the process of developing a more long-term solution for mobile drop off. In the meantime, DPW will assist us with repairs and a better tent reinforcement method. Big thanks to Ringo for his service as our attendant.
- Additional thanks for your cooperation in ensuring floors were cleared for our department-wide, way overdue rug cleaning. The rugs look much better and I haven't sneezed once this week! Big thanks to Gina Luiz for coordinating the entire process. We all appreciate it.

## Tax Collector

*Robin Elliott, Assistant Tax Collector*

- The Tax Collector's Office won an award from our chat program vendor, LiveHelpNow, for Best Customer Service provided in March through our Live Chat option. LiveHelpNow uses chat metrics and customer data to award their top 100 companies out of over 10,000 each month. We are proud to have been recognized for our customer service efforts!
- Interviews for the Administrative Assistant I position will be held April 24th and 25th. In the interim, the duties of the Admin Assistant I are being shared by Kathy Nunes, Bahar, Gina, and others to ensure the work gets done. Thank you everyone for your assistance!
- We are in the process of opening a recruitment to fill our TaxSys IT position. We will be underfilling the IT Manager position as an IS Application Support Analyst III.
- We are continuing to work towards implementation of a new IVR system, with the goal of going live in May or June.
- Grant Street Group will be onsite the week of April 16.

## Investments

*Charles Tovstein, Chief Investment Officer & Joe Demeo, Financial Services Manager II*

- The estimated gross earnings for the month ending March 31 were 1.633%

## Human Resources & Wellness

*Tiffany Htwe, Management Analyst*

- **Payroll:** Please keep in mind that your timecard is due every Thursday (if you are off on Friday), or Friday. Do not wait until the following Monday to submit your timecard. That is the time for Supervisors and Payroll Coordinators to verify and approve timecards.

Please continue to verify your time and your employee hours weekly. Also, please turn in your timecard promptly and accurately. You are responsible for reporting your total hours worked and time off correctly. If you submitted your timecard with an error, it will be corrected in the following pay period.

- **Wellness:** We are going to have our Annual Department Walk on Monday, April 30th at 10:00 a.m. We will meet in the Tax office lobby - see you there!



- **HR Update:** Sandeep "Sam" Mishra accepted the Supervising Cash Management Specialist position effective April 9th. Congratulations Sam!

- The Information Technology Technician position was posted online (<http://jobs.smcgov.org/information-technology-technician-departmental-promotional-only/job/8255068>) and will close on Monday, April 30<sup>th</sup>.

- **Retirements:** After 25 years of service Angey Rivera retired on March 30. Terry Morales retired after 19+ years on April 11. They will be greatly missed by all of us.



*Celebrating in the upcoming month of May:*

May 1: Demetrius Carr  
May 6: Maricor Ereno  
May 14: Scott Poteet  
May 23: Sandeep Mishra