
Treasurer-Tax Collector-Revenue Services Newsletter

At A Glance ~ October & November 2017

Treasurer

Sandie Arnott, Treasurer-Tax Collector

•On October 4, our second Treasurer-Tax Collector-Revenue Services Department retreat was held at the San Mateo Garden Center. Due to the cancellation of Jim Delia's presentation regarding the purpose and results of the Myers-Briggs test taken by all staff, HR was kind enough to allow Conrad Fernandes to present the PowerPoint presentation prepared by Jim. Conrad did a phenomenal job explaining the different behavior styles to help us better understand that in communicating with one another, it's not a one-size-fits-all process. Additionally, embracing and appreciating different personalities can serve to improve how we all work together. Congratulations to Team White who pulled off a great win in the team building exercise. Recognition certificates and pins were awarded to staff with 5, 10, 15, 20, 25 & 30 years of service. We will continue to recognize years of service in our quarterly meetings.

•Monthly Manager & Supervisor meetings continue to be conducted and after the first of the year, Gina will begin to schedule one-on-one meetings for me to meet with every staff member.

•As always, I extend an open invitation to you to join me for *Coffee with Sandie*. Thanks to each and every one of you for all you do assist the taxpayers of this County and keep our processes flowing smoothly; It is appreciated



Treasurer-Tax Collector-Revenue Services staff at the Department Retreat at the San Mateo Garden Center.

Revenue Services

Laura Williams, Revenue Services Division Manager

•Upcoming Meetings

Court unit staff meeting: November 16
Hospital unit staff meeting: November 14

- Interviews for two Revenue Collector I/II positions will be done at the beginning of November.
- Kelley will be out of the office until the second week of December.
- Bob Fine announced his retirement from Revenue Services after 24 years with the County. Bob's last day in the office was October 27, 2017.
- Irma will assume supervision of the Hospital Unit with help from Laura and the Revenue Collector Leads until further notice.

Human Resources & Wellness

Tiffany Htwe, Management Analyst

•**Performance:**

- Please continue to work on meeting your 20-hour annual training requirement.
- Performance Evaluations are to be completed annually on all permanent employees regardless of length of service (SEIU MOU 2014-2018). Evaluations are not always accompanied by a salary increase.

•**Wellness:**

- Employees who participated and qualified for the Wellness dividend will see \$500 on your November 10 paycheck.
- The Department Wellness Committee will be hosting the Annual Wellness meeting on Wednesday, December 13 from 12:00 p.m. to 2:00 p.m. in Room 101 located on the first floor of 455 County Center.

•**Payroll:**

•It is imperative that you turn in your timecard (ATKS) promptly and accurately with your approved time off slip. Your time off slip must be submitted before time is actually taken.

•**PLEASE NOTE:** Per the County Continuity of Operation Plan (COOP) when there is an emergency, the Controller will run the last ATKS report to process your paycheck. If your timecard has been left blank, the system will not generate a payment to you. If your time was overstated or understated, necessary adjustments will be made. Retroactive pay will be generated if less time was reflected than what was actually worked and deductions will be made for overpayments. A notification of any adjustments may not be generated.

•Please be reminded that time card corrections cannot be processed if an error is discovered the day before or on a payday. Corrections will need to be made in the pay period following the error.

•Mary is currently working with Tiffany on payroll approvals. Your cooperation and patience would be appreciated during this time.

•**HR:**

Demetrius Carr accepted the position of Fiscal Office Specialist in the Tax department effective October 10th. Demetrius previously worked at FedEx Office as a Business Center Manager, and has over ten years of experience in customer service and business operations. Demetrius is working alongside Mike and Kathy at the front desk. Demetrius was observed confidently assisting a customer on his very first day; Looks like we gained another shining star!

Tax Collector

Robin Elliott, Assistant Tax Collector

- Bahar has taken over the Supplemental desk and has transitioned well into her new role. Great job Bahar!
- The Grant Street property tax system project is on track and going well.
- All tax bills have been mailed out. Happy Collection!
- Our Next staff meeting is scheduled for November 15
- Robin will be back in the office on Monday 10/30/17. Welcome back Robin, we missed you!

Investments

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

- The estimated gross earnings for the month ending October 31 is 1.30%
- Our annual Macias & Gini investment audit was completed with no exceptions noted. Kudos to the investment area!