

# Treasurer-Tax Collector-Revenue Services Newsletter

## At A Glance ~ September 2017

### Treasurer

*Sandie Arnott, Treasurer-Tax Collector*

•On August 24, Managers and Supervisors met with Consultant Jim Delia to discuss agenda priorities for the upcoming department retreat. Our focus was placed on ensuring a productive, balanced day with emphasis on better understanding ourselves and others through a personality assessment. We also discussed our commitment to increasing employee engagement and will commence monthly manager & supervisor meetings effective this month and increased one-on-one meetings with all staff members. An updated list of concerns and issues expressed last year with how they were handled will be distributed as a reminder of what has been accomplished over the year.



If you haven't signed up for Coffee with Sandie, please contact Gina Luiz to schedule one. I have thoroughly enjoyed getting to know the non-work related side of each of you who have taken the time to join me for a chat.

### Treasurer-Tax Collector-Revenue Services Department Retreat

As a reminder, our retreat will take place on Wednesday, October 4 at the San Mateo Garden Center. If you have not already done so, please ensure you RSVP with Tiffany so we have an accurate count for food and beverages.  
Thank you!

### Investments

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

• The estimated gross earnings for the month ending August 31 are 1.30%, and the current size of the pool is \$4.5 billion.

### Revenue Services

*Laura Williams, Revenue Services Division Manager*

#### •Upcoming Meetings

Court unit staff meeting: September 7

Hospital unit staff meeting: September 12

•A recruitment has been opened for two Revenue Collector I/II positions. The two openings are for the Court Unit. Anyone interested in applying has until September 9, 2017 to submit an application.

•The Courts will be sending over the back log of Traffic trial in absentia cases starting September 8, 2017. They will be sending approximately 1,000 accounts each week until they catch up on the back log. Going forward they will submit these cases on a monthly basis.

### 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 the length of service. (SEIU MOU 2014-2018) We have made significant progress towards meeting the target of 90%. My sincere thanks to all supervisors and managers for your time.

#### •Wellness:

Please confirm your Wellness dividends completion in Workday and follow up with an appeal if necessary.

•**Payroll:** Please continue to turn in your timecard promptly and accurately. If you submitted your time card with an error, it will be corrected the next payday in the following pay period.

•**HR:** Sandeep "Sam" Mishra accepted the position of Fiscal Office Specialist and his first day with us was on August 7. Sam previously worked at the San Mateo Credit Union and has over five years of experience in customer service. He is well-versed in cash handling, audits, and banking. Sam will be assisting Mary in banking support and will work closely with Tiffany to handle GO bonds. He will also help the CMS team when needed.

### Tax Collector

*Robin Elliott, Assistant Tax Collector*

•Our new IT Manager, Matt Drazba, will be starting on September 11. Matt will be focusing on managing our system and technical needs for the TaxSys implementation, and vendor relations and future enhancements post go-live. Matt comes to us from San Francisco City and County, where he has been working in the Tax division with an emphasis on Redemption and other system needs.

•Grant Street Group will be on site the week of September 11 to continue work on the TaxSys implementation.

•Kathy Ailand has announced her retirement. Her last day in the office will be September 15. Kathy has been an incredible asset to the Tax department. We will miss her, but are excited for her as she starts her next adventure! Please join us for breakfast on the morning of September 13.

•Bahar Ghiassy will be taking over Supplemental, TOT, Measure T, and other duties previously managed by Kathy A and will be moving to a workstation in the Accounting area. We will be opening an FOS recruitment to assist us at the front counter. We will also be recruiting for part time, limited term FOS positions to assist us as Tax staff become more heavily involved in the business process development portion of the TaxSys implementation.