

@ Work for the Clerk

And We Just Keep Rolling Along!

Happy Fall folks.....and hopefully it will feel like it soon. Just very briefly I want to touch on the election and thank you all for your support. I think we have a pretty good operation here and obviously Knox County residents do, as well, from our 74% win.

Now let's talk about the future. I have several plans that I would like to put into place during this last term. However, I want and need your input. To that end, we are going to close all offices one day in October and go back to Ijams Nature Center with Dr. Michael McIntyre of UT's Professional MBA Program. I want you to be thinking about what you would like to see in our office, and nothing is off the table. I will be sending out a one page survey in plenty of time for you to fill it out and we can discuss what we, as a group, want to help you and our taxpayers.

As you know, we have a lot of new folks and I think this will be good to get folks together again to get to know each other better! I am also working with Dr. McIntyre on a mystery motivational speaker. As you know, we have had Hallerin Hilton Hill, and Inky Johnson in the past, so it will be a hard act to follow.....but we are working on it!

I want everyone to relax, be professional and kind to our taxpayers, as you already are, and simply do the best job you can. This really can be a fun place to work as evidenced by your cookouts and potluck lunches.

We have, and will always have, an open door policy and as we come around to see you in your offices.....let us know about ANYTHING that is on your mind. As I have said many times, if we don't know about it, we can't fix it!

I am proud of you and what you do for our community, notwithstanding what ANYONE may say about you. It's easy to sit back and criticize rather than get in the right and do what is right. I look forward to the next four years and know that if you need anything, I am a phone call away!

Foster



Foster D. Arnett, Jr.

<http://www.knoxcounty.org>

CLERK'S OFFICE

MISSION

STATEMENT

The Knox County Clerk's office is dedicated to making the taxpayer experience in our offices as easy and pleasant as possible. *Service* with honor, integrity and friendliness will be our hallmark.

MEET THE NEW EMPLOYEES



AMY GIBBS

Amy Gibbs joined the clerk's office in May. She previously worked in the driver's license office at the State Department of Safety. Amy enjoys gardening and spending time with her family and pets. Amy has been assigned to Cedar Bluff.



KARIN LEONARD

Karin Leonard is a new motor vehicle clerk completing her rotation training. She comes to the clerk's office from Marriott Business Services. An interesting thing about Karin: not too long after she started working for the Clerk, she bought a new Mustang. Turns out it was the very same car **Steve Elder** had just traded in at Ray Varner Ford—neither employee knew the other until June when Steve saw his old car in the Halls office parking lot. Karin is now assigned to the Halls office.



PHYL GREEN

Phyl Green joined the clerk's office in May. She, too, is completing her training while rotating to various satellite offices. Previously, Phyl had a 17 year career at the Knoxville News Sentinel. She enjoys “shooting at the practice range, square dancing, reading at the beach” and spending time with her family and her three-legged dog, “Tippy”. Phyl will be working in the Farragut office.



JULIE ELLIS

Julie Ellis used to work at “Safety City”. She came to the Clerk's office in June. When she's not working, Julie loves to camp with her husband, son and daughter and she works in the children's ministry at her church.



SPOTLIGHT ON HALLS RENOVATIONS



Before: You can see the need for improved lighting, safety features on the rock wall...and how about getting rid of the “fountain”?



After: The first thing you notice—it's much brighter. The fountain is gone and new railing has been installed on the rock wall to the right. New seating has been added in the entry way and lobby.

SPOTLIGHT ON ANGELA WASHINGTON

On Friday, April 4, heavy rain and high wind hit Knoxville, just as the business day was starting. Motor vehicle customer, Marvyl Cockrell needed a copy of a registration. She came into the Old Courthouse soaking wet.

Angela Washington not only waited on her, but also loaned Marvyl an umbrella. By the end of the day, the customer returned the umbrella and sent Angie a beautiful bouquet of flowers (see photo at right) with a personal note of thanks.

So you might say, “April showers bring Angie flowers”.



EMPLOYEE OF THE QUARTER: STEPHEN MAJOR OF CEDAR BLUFF



They say, “when the going gets tough, the tough get going.” It was a tough day on Saturday, May 31 at the East office. Last day of the month; first Saturday we had been open in three weeks. At 8:15, the drive thru window already had 6 cars in line. Two-dozen people were waiting to get in the front door when we opened at 9:00. Then it became standing-room only the rest of the day.

Stephen Major was working Passports. He had a full schedule of appointments. He processed every one of them, plus a few walk-ins, **and** he helped out with motor vehicle customers in his spare time. Stephen Major “got going” and worked non-stop to help clear out waiting motor vehicle customers. Nobody on that busy day had to wait more than 45 minutes to be served, thanks to Stephen helping with motor vehicle renewals.

A co-worker nominated Stephen for Employee of the Quarter, writing most of the commendation you have just read. Add to his stellar performance on that day in May, the fact that he was one of the top performers in the June Organ Donation “contest” and you can understand why he is worthy of this honor.

SPRING QUARTER ORGAN DONOR COLLECTIONS

APRIL & MAY

\$5,279.61

JUNE

\$2,819.29

THREE MONTH TOTAL

\$8,098.90

DEPUTY CLERKS COLLECTING THE MOST DONATIONS IN MAY

Norma Lebow

Marianne May

Stephen Major

Amy Gibbs (Amy collected almost \$300.)





OLD COURTHOUSE PASSPORT OFFICE HONORED

The Bureau of Consular Affairs, Passport Services Division of the U.S. State Department has honored one of our offices with a “100% Compliance” certificate.

Marsha Lance, a Supervisory Passport Specialist in the Charleston (SC) passport office conducted an audit of our operations in the Old Courthouse. She found no problems! Her audit found that all forms are up-to-date and our procedures were flawless—her conclusions after she observed our clerks processing passport applications.

Lance wrote in her follow up report: “You definitely have a first-rate acceptance process, and are doing a great job”.

Congratulations to the downtown passport office for a job well done!

LIVE WITH INTENTION

Live with intention.

Walk to the edge.

Listen hard.

Practice wellness.

Play with abandon.

Laugh.

Choose with no regret.

Appreciate your friends.

Continue to learn.

Do what you love.

Live as if this is all there is.

WORDS
OF
WISDOM



Mary Anne Radmacher