

FOSTER D. ARNETT, JR

KNOX COUNTY  
CLERK'S OFFICE  
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#### 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.

#### Happy Birthday in October

1st-Tim Wiser  
13th-Cindy Wyrick  
14th-Shirley Davis

25th-Jeannie Irwin  
30th-Tame Bieber

#### Happy Anniversary In October Wendy Gresham 1st

Charly Watkins 2nd  
Sabrina Skidmore 8th

Norma Lebow 10th  
Angie Nesbitt 21st  
Crystal Housewright 26

# @ Work for the Clerk

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## Great News About Employee Surveys!

As you read this, I have already met with most of you about our survey. I am extremely grateful to everyone who participated in this effort. We received a lot of great ideas and comments, some of them we have already implemented.

The two most important issues to come out of the surveys were we had a 50% return rate. Of those who responded, half pointed out they were happy in their jobs and we are headed in the right direction.

As I have written before, I realize change is hard for everyone....and goodness knows we have made lots of changes in the last year!

I have also stepped up my visits to the satellite offices and I want to encourage each of you to talk to me when I am out. This is *your office* and I cannot change or fix what I don't know is broken! So please take time to chat with me when I am at your location.

Once again, ***Thanks for all you do for the taxpayers of Knox County!***

## Connie Kuykendall is October Employee of the Month

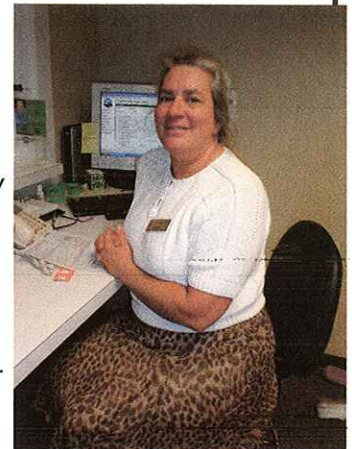
For the last several months, the Knox County Clerk's office has been working to get every deputy clerk cross-trained. Knox County Clerk, Foster D. Arnett, Jr calls **Connie Kuykendall** the "poster child" for that effort. "There is little she can't do when it comes to dealing with our customers", he said. This is why she is the Employee of the Month for October. Connie was nominated by her new boss, Tress Patton.

"Connie's initiative and enthusiasm make her an exceptional employee to work with", Patton wrote in his nomination letter. "In addition to that self-reliance and self-starting approach is her talent to maintain accuracy in her reports and actions."

All you have to do is look at the weekly transaction reports. Connie is one clerk who constantly performs at a high level whether she's doing motor vehicle or driver's license transactions. During the week of September 14 through 19, she processed 224 motor vehicle transactions and renewed 169 driver's licenses.

"I just like to stay busy and productive", Connie says. Our customers, the taxpayers of Knox County know they are dealing with a true professional when Connie has helped them. Tress Patton has seen that first-hand: "Her pleasant presentation to taxpayers facilitates an atmosphere of caring that extends into making the customer's experience at her window a quick and professional service. The customer leaves her station with a smile", Patton explains.

Connie has worked at the Clerk's office for three years, all of those



**Connie's last name is pronounced, KIE-ken-doll. Some of her relatives call themselves KERR-ken-doll. But Connie says her part of the family is sticking with the "traditional" pronunciation.**



### Key Dates In October

5th-Continuity Training Begins  
12th-Columbus Day (offices open)  
31st-Halloween

### Key Dates In November

1st-DST Ends (fall back)  
11th-Veteran's Day (offices closed)  
26th-Thanksgiving (offices closed)  
27th-Thanksgiving holi-day (offices closed)



Audrey Nelson



### August Donations

Knox Co. \$5,629.65  
Sumner Co. \$3,331.97  
Hamilton Co. \$3,220.43  
Sullivan Co. \$1,885.84  
Putnam Co. \$1,788.50  
Davidson Co. \$1,694.35

Source: Organ Donor Awareness Foundation

Beginning October 5, all counter clerks will start something we're calling "continuity training". The lessons come from a newly published manual of policies and procedures and they are designed to help all of us provide the public with the same information, regardless of who or where they call with questions.

It should not matter what the question is, or the level of experience of the clerk

answering the question. All information we give out should be the same across the board.

"Training is vitally important to this office. The more you know, the better you perform", Knox County Clerk Foster D. Arnett, Jr. said. "I am excited about this opportunity for *all* of our employees."

The policies and procedures manual will spell out all the general information we are expected to know and will be a good resource, in case you

have to look up the answer to a question.

In fact, you don't get penalized for saying, "I'm going to have to look up the answer and get back to you". Nor do you get penalized for having to ask somebody for the answer, but our goal here is to be sure you **know** the answers to general questions about our offices and our services.

One important lesson in all this: **do not make something up** if you don't know—learn it and be ready to provide outstanding customer service!

### New Faces in New Places

And **Victorial Penson** is our new employee on the switchboard. She is also learning to be a counter clerk. Victorial was one of our three summer employees from CAC. She is a graduate from Carter High School.

"I'd like to personally welcome Audrey and Victorial to the Clerk's office", said Knox County Clerk, Foster D. Arnett, Jr.



Victorial Penson

### We're Number 1!

among the clerks' offices was **Knox County!**

The news reached us too late to include it in the September newsletter. But our offices collected more than \$5,600.00 in the month of August—highest ever collection for our group.

"I want to personally thank each of you for your efforts!" said Knox County Clerk, Foster D. Arnett, Jr.

"This is very important and I want to urge you to keep up the good work!"

You have all seen the handy reminder posted at your work space on the sheet entitled, "Did I?" Did you remember to ask every customer if they would like to add a dollar to their transaction for Donate Life? We hope so, for the sake of those waiting for a transplant.





**Farragut Towne Hall houses the Knox County Clerk's Office. It's on the Second floor of the building located at 11408 Municipal Center Drive.**

*Editor's Note: This newsletter seems to be top-heavy with news about Knox Center. The satellite office is under new management and things are working out quite well largely because of the people profiled on these pages.*



**South Knox County clerk, Jan Rutherford has been appointed to the County employee insurance committee.**

## Bringing Government To The People of Farragut

For nearly 20 years, the Knox County Clerk's office has served the citizens of Farragut.

In fact, this satellite office was one of the first that was created under a program to "Bring Government to the People" of Knox County.

In addition to processing motor vehicle registrations and renewals the deputy clerks in Farragut process boat registrations, take applications for business taxes, marriage licenses and notaries. Knox County Clerk, Foster D. Ar-

nett, Jr points out: "this office has processed more than 45,000 transactions this year."

**Jessica Reynolds** has been the manager of the Farragut office for two years. She is a nine-year veteran of the Clerk's Office.

But **Doris Brady** has worked there longer than any of the other seven deputy clerks. She celebrated her twelfth anniversary with the clerk's office at the Farragut satellite on September 3rd.

Doris enjoys several aspects of her job there. "It's so convenient and I get to see all my neighbors who come in for transactions," she says. "I am retired from JC Penney's and have a chance to see many of my former co-workers when they come in to renew their tags, plus it's such a pleasant place to work."

She has seen the office grow considerably in her time at Farragut. In the beginning, one person occupied a small desk downstairs. Now seven deputy clerks handle all the work.

## Kim Loy Named Knox Center Weekend Manager

"I have seen **Kim Loy** in action and I know what she can do for the taxpayers of Knox County." That's how Tress Patton describes his new weekend manager.

"She's a very positive person", Tress continues, "and she's a good role model for our other employees. Plus every customer who deals with Kim leaves here with a smile on their face."

Knox County Clerk, Foster

D. Arnett, Jr. calls Kim a leader. He says, "when she talks, people listen". And they often laugh.

You would think she has been working for the clerk more than just three years. In a previous 15 year career, Kim worked for several Knoxville area car dealers doing title work. That experience gave her the background to do the motor vehicle work she does at Knox Center. And now others can benefit from that.



## Rutherford Helps Decide Insurance Issues

Elected officials in Washington, DC are not the only ones focusing on health care reform.

A brand new committee in Knox County is looking at the issue and its potential impact on the insurance the county provides to its employees.

Jan Rutherford, Deputy Clerk in the South Knoxville satellite office is our representative to that committee.

"Two of the insurance plans

that Knox County pays for are losing money", Jan says. "So we all need to know how our monthly premiums will be affected when those plans come up for renewal later this year."

"I am counting on Jan to keep us up-to-date on these developments", explained Knox County Clerk, Foster D. Arnett, Jr. "These benefits and any changes are important to all of our staff members."

The Clerk's Office has plans to put information into this newsletter to help explain the impact of the changes. Among our ideas is to have Jan use a small corner of "@ Work for the Clerk" to answer questions and keep all our employees posted on any developments regarding these benefits.

The first formal meeting of Jan's committee was Thursday, September 24. At that meeting they discussed the upcoming open enrollment period.