

RECORD TIMES

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A monthly newsletter for employees of the Clerk of the Superior Court's Office



Contact us! 37-CLERK

Say "Hello" to our new phone number!

Office dials in to new Interactive Voice Response System

The Clerk of Court's Office is pleased to announce the implementation of a new main public telephone number, **effective May 19, 2014**. Our new telephone number will be: **(602)-37-CLERK (25375)**.

We are launching a new **Interactive Voice Response (IVR)** system that will allow our public customers to reach most areas of the Office by dialing one number.

Many of the telephone numbers published for public use will be disconnected and replaced with new extension numbers for internal use. Disconnected numbers will provide a voice message referring customers to the new telephone number. Public callers will select from menu choices for the various areas of the Office, and most will reach their destination within three button presses.

The primary benefits of the IVR system are:

- Customers will reach their preferred area of the Office by dialing one number;
- Callers will no longer have access to dial most employees directly;
- Callers will experience fewer misdirected calls and transfers;
- Supervisors will have live, real-time, call management tools; and
- Call data reporting will give greater detail at a variety of levels (call type, team, department, etc.).

The following business units are included in the options the callers will experience:

- Accounting
- Appeals
- Billing
- CoSC Receptionist
- CFO
- Distribution
- eFiling
- Exhibits
- Family Support Services
- File Counters
- Grand Jury
- Juvenile
- ML&P
- Public Records

This will be an exciting new way of doing business! Look for more updates on the IVR system between now and May 19.

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Michael's Message

by Michael Jeanes
Clerk of the Superior Court
Maricopa County, AZ



Assess your customer service skills

The past several issues of the *Record Times* has featured an interesting news item that was in our newsletter 10 or 15 years ago during that month. I would like to re-print a newsletter column I had 15 years ago this month that featured a Customer Service Skills Survey. It is surprisingly timely and useful today and I thought it would be fun to take it as many of you may not have been here when it was first published. The questions are fairly reflective of our Office. We can always improve on our service and this may provide some ideas on how to do that. Here it is:

For each question, give yourself: 1 point if you answer ALWAYS; 2 points if you answer OFTEN; 3 points if you answer SOMETIMES; 4 points if you answer RARELY; 5 points if you answer NEVER.

- 1) I make an effort to build partnerships with co-workers;
- 2) I strive to meet customer's expectations;
- 3) I know who my customers are and what they need;
- 4) I listen when my customers complain;
- 5) I create positive customer encounters;
- 6) I don't let my personal emotions get in the way of my work;
- 7) I ask open-minded questions to solicit detailed information from my customers;
- 8) I know the features of my services;
- 9) I discuss the benefits of my services with my customers;
- 10) I use positive body language when dealing with my customers;
- 11) I choose words that my customers will understand;
- 12) I actively listen to my customer's needs and demonstrate my interest in them;
- 13) I acknowledge problems that customers bring to my attention;
- 14) I let the customer know I understand the problem;
- 15) I look for alternative solutions to problems with my customers;
- 16) I remain calm, use the facts, and offer alternatives when I must tell a customer "no;"
- 17) I take the time to review my customer encounters and learn from my mistakes;
- 18) I always end an interaction politely and positively, even when the customer is upset;
- 19) I follow-up with my customers, if able/appropriate to the need;
- 20) I remember to thank my customers for their business.

Awesome!!
EXCELLENT
GOOD
AVERAGE
POOR



SEE HOW YOU SCORED

Upcoming Munches With Michael

Northwest

Noon - 1 p.m., May 7
Jury Room 124

SE Juvenile

Noon - 1 p.m., May 29
Saguaro Room

Customer Service Center

Noon - 1 p.m., June 2
AZ Conference Room

Your Score & Assessment

35 or less

A real service professional (Want to help give a seminar?)

36 - 60

You provide good, if not exceptional service; polish some of your skills.

61 - 80

You need to identify and strengthen your weak points.

81 - 100

A couple of customer service refresher courses are in order.

Timely Service

Timely Service - A section of recent email messages, note cards, phone calls, and letters about Clerk employees who provided *timely service*.



CO-WORKER COMPLIMENTS

To: **Vanessa Martinez and Regan Tillar**

From: **Kathy Whittiker**

"The SEA MLP area sends a BIG thank you to SEA File Counter staff members **Vanessa Martinez** and **Regan Tillar** for assisting with triaging the long lines and cashiering during March. Their assistance is greatly appreciated!"

To: **Dar Unger**

From: **Joyce Auchinleck**

"I want to thank **Dar Unger** of ITG for his assistance when we got our new scanner in EDM QC. The scanner needed some adjustments and troubleshooting and he was very thorough and patient when working through the issues. He always kept us informed of what was going on. The great customer service was really appreciated!"

To: **Aurora Avina, Evelyn Laborin, Julie Garcia, Sean Donahoe, Krizna Rodriguez, Jessica Bernal and Jackie Ortiz**

From: **Angie Green**

"I want to send a HUGE thank you to **Aurora Avina** and **Evelyn Laborin**. You both have done an amazing job keeping up with the enormous increase in passport applications. You work hard every day, most days without a break in between customers, and you continue to provide excellent customer service. I want you to know how much I appreciate what you do every day.

I also want to give a HUGE thank you to **Julie Garcia** and **Sean Donahoe** for jumping in and assisting customers as much as you have. Your help is very much appreciated.

Thank you to **Krizna Rodriguez, Jessica Bernal**, and **Jackie Ortiz** for assisting the customers waiting in the lobby by offering applications and assisting with public records.

You are all a great team and all of your contributions have not gone unnoticed. Thank you again everyone!"

To: **Angela Smith and Gaile Raines**

From: **Jane Tewksbury**

"I would like to express my gratitude to **Angela** and **Gaile** for providing assistance to the Accounting Department. Their flexibility and willingness to take on more responsibility is greatly appreciated. Thank you!"



CUSTOMER COMPLIMENTS

About: **Melanie Fay**

Presiding Judge Cahill recently spoke to Michael Jeanes and told him what a tremendous help **Melanie Fay** was to him when he needed information concerning an old case. Michael said the judge truly sang Melanie's praises and said she was absolutely outstanding.

About: **Robert Gonzales**

A customer called the Billing and Deferral Unit to compliment **Robert Gonzales**. She worked with Robert to resolve an issue and said he explained everything in detail and made the extra effort to promptly follow-up with additional information. She was extremely pleased with his service.



Scanning awards are presented to staff

Each month the employees who are responsible for scanning documents are audited on their work. Each quarter, the scanners who have achieved a high quality on their images for that quarter receive a special certificate. The following staff received certificates for their outstanding rating:



Platinum (100%) - Rebecca Bennett, Amanda Duran, Anthony Garcia, Cynthia Kasmer, Suzanne Lambries, Bonnie McGovern, Doris Mofford, Rebecca Shanks, Reta Sneddon, and Justin Spelgatti

Gold (99.90 - 99.99%) - Delilah Chilcoat, Regina Frigo, and Willie Manalo

Silver (99.80 - 99.89%) - Shannon Bowdoin, Danielle Draper, Aaron Fulks, Annette Galarza, Kathie Rosenow, and Kathy Stern

Names of longest-serving employees to be added to Pillar



On May 14, two former Clerk of the Court employee's names will be added to Maricopa County's **Service Pillar**, which is located on the Central Court Plaza. These former staff members happen to be the two longest-serving employees in the history of the Office - **Duffy Watson** (45 years of service) and **Denise Glab** (39 years of service). Duffy retired February 2013. Denise retired in May 2013. The Pillar ceremony will be held at 9 a.m. in the Board of Supervisors' Auditorium.

In 2004, Maricopa County instituted the **Pillars of Honors** program to recognize employees in three areas: Service (for staff retiring in good standing with 30 or more years of service), Salute (for national achievements), and Sacrifice (for those who lost their lives in the line of duty). Currently, the Office has 15 former staff members listed on the Service Pillar.

Service pin statistics

This year, **74** Clerk employees are receiving a service pin from the Clerk's Office and/or Maricopa County. They represent **995** years of experience. Eight of these employees are 25-year pin recipients. The record amount of pins distributed occurred three years ago when 135 employees, totalling 1,395 years of experience were recognized. Service pins will be distributed to staff beginning in May.



Extra Miles

Employee Health and Fitness Day on May 20



In recognition of National Employee Health and Fitness Month, Maricopa County and the City of Phoenix have joined together to sponsor an **“Employee Health and Fitness Day”** on May 20 that features a morning group walk. The event is being held at Downtown and Durango.

Check-in for the downtown event begins at 6:45 a.m. on Tuesday, May 20, followed by opening remarks at 7 a.m. and then the walk starts promptly at 7:15 a.m.

The event begins outside of the Board of Supervisors’ Auditorium and continues to Chase Field. It includes a bonus lap inside the concourse level of the stadium and then loops back. The estimated walk time is 45 minutes.

Check-in for the Durango event begins at 6:45 a.m. and the walk starts at 7 a.m. at the Durango Outdoor Fitness Trail. The estimated walk time is 30 minutes. Water bottles will be given to participants of the event.

The event is a friendly competition between the City and County to see who will have the most employees participate in the walk. The event is on personal time, not paid time. If participation will cause you to report to work late, please get your supervisor’s approval to attend and use vacation time for any time off required. To register for Fitness Day walks, you may visit the event registration site at: https://www.surveymonkey.com/s/2014_EmployeeWalk

It’s fun to go to the Y.M.C.A.

The YMCA is offering preferred membership rates to all County employees at any of their 17 Valley of the Sun branch locations. In addition, all employees may add their dependents ages 19 up to 26 to their membership plan for an additional \$20.00/month. For more information, please refer to YMCA’s [flyer](#).



Volunteer for a County Earth Day event

The County’s Department of Transportation is holding an **“Earth Day Cleanup Event”** Saturday, April 26 and Sunday, April 27. Last year, more than 300 people collected 116 bags of trash and debris from county roads. Employees interested in volunteering may call 602-506-4068 .

The Inside Track

on Employee News

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BIRTHS

- Congratulations to Southeast Juvenile's **Delia Garcia** on the birth of her 10 lb. baby boy on March 25. Her new son's name is Roman.
- Congratulations to Durango Juvenile Manager **Kathryn Martin** on the birth of her 8 lb. 6 oz. baby girl on March 30. Her new daughter's name is Ashley Marie and she was 21 in. long. This is her first child.



MARRIAGES

- Congratulations to Courtroom Clerk **Alana Fabian**, who got married to Aaron Callahan on March 22.
- Congratulations to Appeals' **Flor Nevarez**, who got married to Andrew Rivas on April 4.

OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate milestone anniversaries with the Office in April:

15 YEARS

Chris Bradford

10 YEARS

Joe Silberschlag and **Sheelagh Ponicki**

NEW EMPLOYEES

The Clerk of the Superior Court's Office welcomes the following new employees:

COURTROOM CLERKS

Dawn Kub, Marialena Lopez

FAMILY COURT eFILE/Docket

Joanna Lopez



FAMILY SUPPORT SERVICES

Macaria Gonzales-Chia

PUBLIC RECORDS

Nikia Kaphan

SOUTHEAST JUVENILE

Cameron Jones

AWARDS/HONORS



- Congratulations to Management Analyst **Larry Urewicz** on achieving Senior Membership with the American Society for Quality (ASQ). The ASQ is a global community of people dedicated to quality who share ideas and tools. Among the qualifications to become a senior member, an individual must have at least 10 years of active professional experience and have conducted quality-related engineering, statistical work, and/or audit for more than two years.

EMPLOYEE MOVES

- **Mary Rogers** transferred from Family Support Services to Public Records Quality Control.
- **Mary Young** transferred from Family Support Services to the eFile Unit.

Special Features

Where in the world has the Record Times been?



Employee takes newsletter on an *air-raising* experience

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation or at an interesting place. Last month, the newsletter was seen with an employee who was on the grounds of DisneyWorld. This month, it can be seen with an employee who was up in the air.

Pictured above is Receptionist **Sheila Bullock**, who was in an airplane moments before she skydived. Pictured behind her is her skydive instructor. Sheila jumped from 12,000 feet above the ground. The skydive was a birthday/Valentine's Day present from her husband.

You may submit a photo of yourself with the *Record Times* at any time. To submit a photo: **1)** Print the newsletter front page; **2)** Take photo(s) with the page during your vacation; **3)** Email the photo to Len Keso with your name, department, and a description of the photo, along with any other interesting details of the photo/vacation.

Take

5

This month's list of five is ... **the five most-liked license plates from a nationwide survey:**

- 1) Wyoming - 28.0%
- 2) Hawaii - 23.6%
- 3) Utah - 23.1%
- 4) Alabama - 18.7%
- 5) Oregon - 18.1%



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Chris Kelly - Chief Deputy / Lois Rees - Administrator / Len Keso - Editor

Clerk Work

Picturing staff who work for the Clerk

This month - **Christina Cady**



Department: Docket/eFile

Title: Auditor/Trainer

Time With the Office: 7 years

Something You Enjoy About Your Job: I am the first step in the training process for new employees, so I am the first one to get to know new employees as well.

One Task of Your Job Is: Auditing new complaints.

What Was Your First Job: Burger King

Hometown: Cerritos, California

A Memorable Thing You Have Done: Last July, my husband and I traveled 3,000 miles to a family reunion in Washington state with our three teenagers. On the way, we visited my brother in Utah, river rafted in Idaho, and camped in Yellowstone.

Any Hobby/Special Collection: I like to hike, work out at the gym, and go scuba diving.

Favorite Vacation Destination: Mexico

Favorite Meal: I love all foods. My favorites are Mexican, Italian, Greek and sushi.

Favorite Place to Eat Out: Hillstone

Favorite Sport Team: I have four brothers, so my dad never encouraged me to be interested in sports. My mom taught me at a young age that when sports were on it was shopping season.

Someone You Would Like To Meet: Nicholas Sparks

Favorite TV Show or Movie: Lifetime movies

Something You are Proud of: I graduated from college with a bachelor's degree in Criminal Justice Administration with a focus on management at the age of 46 so that I would be setting an example to my children.

Nobody would believe it if they knew... I have seven children and three grandchildren.