

RECORD TIMES

October
2014

Vol. 20 No. 10

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



There is no question about who is the Office's "Answer Man" this Halloween and every day

Andy Rodriguez has probably answered more than two million questions for customers during his time with the Office

If **Andy Rodriguez** were to dress up as a character for Halloween based upon his work over close to three decades in the Clerk of the Court's Office, the most appropriate person would be "**The Answer Man.**" During his 29 years with the Office, he has probably answered

more questions from customers than any other employee in the more than 100-year history of the Office. Most of those questions were answered during his 12+ years working at the Information Desk in the Central Court lobby. On a typical day, he answered several hundred questions. For the past two years, he has served at the Service Desk in the Downtown File Counter where he daily answers a high volume of customer questions. Prior to these positions, he worked in various other Office areas where answering customer questions was a key part of the job. In addition, countless employees have gone to him to get a question answered.

Andy said, "I really, really enjoy helping people get the information they need. It brings great satisfaction to assist them and answer the questions they have."

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You make the call who has the best costumes



Employees will have two chances to not only participate, but also vote in Office contests this fall season. First, employees are invited to dress up on Oct. 31 and participate in the annual **Employee Costume Contest** and then the following week, they may enter photos of their pets in costume for the **Paws-tume Contest**. Photos from both contests will be posted in surveys that allow staff to "make the call" on their favorite costumes. More details on both contests are provided on [page 5](#).

Michael's Message

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



Customer Service tips from "CLERK"

The observance of "National Customer Service Week" was this month (Oct. 6 -10). The week is intended to emphasize the significance of quality customer service and recognize those who are providing excellent service.

I have mentioned many times how pleased I am at the level of service we consistently provide. It brings great satisfaction knowing that this is something that we give emphasis to every day and not just one week out of the year. Every month in this newsletter there are pages dedicated to many of the stories about how you have gone above and beyond to assist another employee or customer. There is something else that pleases me as well about your attitude regarding customer service, and that is your efforts to continually improve and be open to ways to do an even better job. With that in mind, here is an acronym using the word "CLERK" that provides some quick tips to think about when serving our customers.

- Caring** - Demonstrate the ability to sense what the other person is feeling and going through and what their needs are.
- Listen** - It is important to understand what the customer wants to accomplish while visiting our Office.
- Enthusiastic** - Be positive and show an eagerness to help. Tell them what you can do and not what you are unable to do.
- Reliable** - Keep your word. Be willing to follow through to completion. Make the extra effort if able. Anticipate their needs.
- Kind** - Simple kindness and a warm smile go a long way to making a customer feel important.

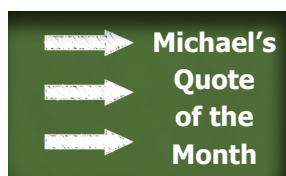
Munch With Michael Update

November 5
SE Juvenile
Noon to 1 p.m.
Cactus Rm., 1st Fl.

November 6
Durango Juvenile
Noon - 1:00 p.m.
Conference Rm.

November 20
Northeast
Noon - 1 p.m.
Multi-Purpose Rm.

December 9
Downtown
Noon - 1:00 p.m.
TANG Conf. Rm.
ECB, 3rd Fl.



"Customer service is not a department; it's everyone's job."
— Harvey Mackay

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: Denise McGraw

From: Amanda Barber

"I would like to have Courtroom Clerk **Denise McGraw** recognized. She has been my trainer and is incredibly supportive and a knowledgeable resource. She has given constructive criticism in a positive way. She knows more about her job than I even imagined possible for anyone in a job. I am lucky to have been trained by her and the Office is lucky to have her. I would appreciate her being recognized for her outstanding contribution to my career and to the Court."

To: Various CCB staff

From: Robert Gonzales

"I want to thank everyone who presented me with a card and contributed to a donation to replace my bike, which was stolen in front of the CCB. Their generosity and thoughtfulness is very much appreciated."

CUSTOMER COMPLIMENTS

About: Sarah Percival

A customer recently sent an email to the Office saying how much he appreciated the help of Support Services' **Sarah Percival**. He wrote, "I want to make sure your supervisor understands how well you took care of your customer and that he is so pleased to have gotten YOU on the phone."

About: Diana Eaton

A customer recently sent an email to Support Services' **Diana Eaton** to express gratitude for her service. She wrote, "Thank you so very much for your kindness and helpfulness. You really made the process very easy and I hope your supervisors know what a great person they have on staff."

About: Scott Buckman and Elisa McGrath

The supervisor of the STAR Call Center sent an email to Cheryl Odell to compliment some of her staff members. She wrote, "Whenever I have spoken to **Scott Buckman** requesting his help in any situation, he is more than happy to assist. He is professional in his dealings with me and always follows through. In addition, on several occasions, **Elisa McGrath** is always helpful and willing to explain the processes when I call for clarification or guidance with Atlas questions. I really appreciate your team."



About: Cindy Traslavina

A very appreciative customer sent an email to Support Services' **Cindy Traslavina** to say thank you for her service. She wrote, "Thank you so much! You were the only one who took time to process the request ... and you did so with such courtesy and professionalism."

About: Connor Cox

A customer called the Office to express her appreciation for the service of **Connor Cox**. She said, "I came in to get my old marriage license. He explained the process and time frame and it all worked out just like he said. I was grateful that it went so smoothly. Thank you for the quality service!"

On another occasion, a customer told the Office receptionist that Connor provided exemplary service. She said he was extremely polite, professional, and helpful.



The Office News Round-up

Southeast Juvenile - One year later

Pictured below is the **Southeast Juvenile Office** in October 2013 and the same Office this October (2014). In December 2013, a remodeling of the office space began and it was completed in April of this year. The remodeling included installation of three secured American with Disabilities Act (ADA) filing counters, work stations were standardized, improved seating for the public was implemented, an easier-to-identify entrance was created, and greater utilization of the space was made.



AND



eFiling Civil Service documents available in AZTurboCourt

On October 20, the following list of civil and tax documents were allowed to be electronically filed in AZTurboCourt by parties, their attorneys, and process servers who are registered: Affidavit of Alternate Method of Service; Affidavit of Service by Certified/Registered Mail Summons (Served); Acceptance of Service; Affidavit/Certificate/Return of Service; Affidavit of Attempted Service; Affidavit of Service by Publication; and Waiver of Service.

The Superior Court in Maricopa County serves as the principle office of the Tax Court in Arizona for filing county and state-level challenges and appeals in the Tax Court, Small Tax cases (ST case designation) must still be filed on paper. Self-represented parties can choose to eFile through AZTurboCourt in TX cases or they may file on paper.

EDM QC moves to a new building

The Electronic Document Management Quality Control Department (EDM QC) has moved from its location at the Customer Service Center over to the Central Court Building. This move involved eight staff members.

Fun Fall Festivities

Costumes will rock on October 31



Last year, a group of employees dressed up as an 80's Rock band for the Office's annual Costume Contest. This year, there could be some other employees who would like to *band* together and *sing a song of victory* for having the best costume. To see who will *hit the right note* this year with their costumes, the Office will hold its **Annual Costume eVent** on **Friday, Oct. 31**.

Following are the details of the contest. Photos of employees who are in costume will be taken on

Oct. 31. From these pictures, categories will be created for the various costumes. The categories will then be sent to employees (approximately three to five days later) to vote for their favorite costumes. The winners will be announced in the November Record Times.

The photos will be taken at each location as follows: 8:30 a.m. at **Northeast**; 9:30 a.m. at **Northwest**; 10:30 a.m. at **Durango Juvenile**; 12:15 p.m. at **Downtown**; 2 p.m. at the **Customer Service Center**; 3:30 p.m. at **Southeast Adult**; and 4 p.m. at **Southeast Juvenile**.

Show and Tail Days coming in November



"Show and Tail Days" are coming to the Office for a third year. Show and Tail is actually the contest that allows employees to take photos of their pets in costume and show them off. The photos of the pets are then arranged in categories and posted in a survey that allows all staff members to vote for their favorite paws-tumes (costumes). Here are the contest details for those who are interested in participating:

How to enter:

- 1) Take a digital photo of your pet(s) in costume
- 2) Submit your photo to Len Keso between Nov. 3 through Nov. 6 only
- 3) Include the following information with the photo

A - Name of pet(s) **B** - Name of pet's costume **C** - Your name **D** - Your department

A Few Guidelines:

- Photos may be of one pet or a group of pets. •Photos need to be of pet(s) only (no people).
- You may submit two different entries (so a total of two photos of different pets/group of pets).
- Photos cannot be professionally taken or from previous year's contests.
- The pet(s) must belong to the employee.
- If the photo is too dark or out-of-focus, it may not be used.

The winners will be announced in the November Record Times.





A special salute to veterans to be held

Maricopa County officials are sponsoring a special **Veteran's Day Celebration** from 9:00 to 10:00 a.m. on November 5 to honor the county employees who have served in the U.S. Armed Services. The event will be held in the Board of Supervisors' Auditorium. The event includes a guest speaker and other activities to honor those who have served in the military.

A final quick training session

Trainer Steve Weston retires this month. Throughout the years, he occasionally provided guest columns for the *Record Times* on various court topics, US and Arizona history, and professional development. This month, he provides a final brief article about professionalism.

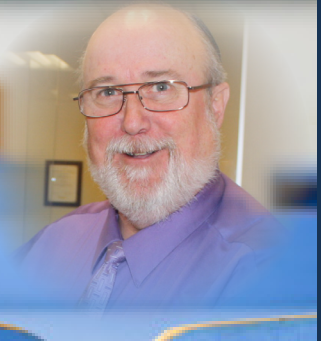
"It is not the job you do, but how you do the job." - Anonymous

To be a professional, you need not have a particular degree or position. all you need do is perform to the best of your ability at all times and constantly seek improvement. Professionalism has nothing to do with your occupation, but everything to do with you!

Thank you to everyone who attended one of my classes. I was honored to serve you.

- Steve Weston

During his tenure with the Clerk of the Court's Office, Steve taught 900 classes with a total of 10,992 students. He said his favorite two classes to teach were "Leading Like Lincoln" and "It's Your Attitude – You Decide."



The Inside Track

on Employee News

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BIRTHS

- Congratulations to Courtroom Clerk **Mary Scott**, who became a great grandmother on Oct. 2. Her new great grandson is named Greyson Alexander and he weighed 7 lbs. 14 oz.
- Congratulations to Courtroom Clerk **Laura Rawlings** on the birth of her 7 lb. 4 oz. grandson on Oct. 6. His name is Grayson James.
- Congratulations to EDM QC's **Danielle Yenglin** on the birth of her 8 lb. 6 oz. grandchild on Oct. 8. His name is Dominic LaMon.
- Congratulations to Business Analyst **Larry Urewicz** on the birth of his 7 lb. 14 oz. grandchild on Oct. 20. His new grandson's name is Benjamin Bradley.



OFFICE ANNIVERSARIES

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

30 YEARS

Laura Eng

25 YEARS

Delilah Chilcoat

10 YEARS

Franci Diaz-Smock, Eileen Fenner, Bonnie McGovern, Tracy Nalls, and Melissa Totter

NEW EMPLOYEES

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

- Courtroom Clerk - **Connie Windholz**
- Downtown Filing Counter - **Edward Costello**
- Human Resources - **Joshua McCarthy** and **Shaun Trepp**
- Support Services - **Matthew Martin**

EMPLOYEE MOVES

- **Veronica Castillo** was recently promoted to Training Lead/Juvenile.

RETIREMENTS

- **Jane Tewksbury** is retiring on Oct. 31 after serving the Office for more than 20 years.
- Trainer **Steve Weston** retired on Oct. 24 after serving the Office for more than eight years.

Special Features

Where in the world has the Record Times been?



“Dragon” the newsletter along on adventurous trip

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen with an employee who was seeing historical sites in Germany. This month, it seen with an employee who seeing the scenic sites in the United States.

Pictured above is Courtroom Clerk **Laura Nelson**, who stopped during her motorcycle trip to take a photo with the newsletter at the “Tail of the Dragon” located in Deal’s Gap, North Carolina. She said the road she traveled on consisted of 318 curves in 11 miles.

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 a photo(s) with the page during your vacation; **3)** Email the photo(s) to Len Keso with your name, department, and a description of the photo, along with any other interesting details of the photo/vacation.

Take



This month’s list of five is ... **the five most affordable counties to see fall foliage** (based on hotel rates)

- 1) Bell County, Kentucky
- 2) Rabun County, Georgia
- 3) Jackson County, Oregon
- 4) Crow Wing County, Minnesota
- 5) Apache County, Arizona



Source: National Association of Counties

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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 - **Troy VanNorman**



Department: Accounting / **Title:** Accounting Specialist-Jail Bond Clerk / **Years with Office:** 7 / **Something You Enjoy About Your Job:** The endless supply of work :) / **One Task of Your Job Is:** Input, track and verify all cash bonds paid at the Office, the jail, and any jurisdiction within Arizona / **Your First Job:** Bean Walking for a farmer in Minnesota for a whopping \$1.50 an hour. / **Hometown:** Mankato, MN, yes the same one from the “Little House” TV series. / **Something Memorable:** In 1977, my family spent every summer weekend at Lake Shetek in Minnesota. What a great summer it was. / **Hobby/Special Collection:** I collect U.S. and foreign coins. I recently went to an auction and picked up over 100 foreign coins, some dating back to 1918. / **Best Vacation Spot:** Camping anywhere with my family / **Favorite Meal:** Anything breakfast / **Favorite Place to Eat Out:** Cracker Barrel because they serve breakfast all day / **Favorite Sport Team:** Minnesota Vikings / **Who Is Someone You Would Like To Meet:** My grandfather. He passed away before I was born. / **Favorite TV Show or Movie:** *The Walking Dead*, and *Star Trek* TV shows and the movies / **Something You are Proud of:** Being retired from the US Air Force. I would say it is my military service. / **If Given a Chance, What Would You Like To Be For A Day:** A teacher, but just one day would be enough for me after seeing what my wife goes through everyday. / **Nobody would believe it if they knew ...** that I have been doing storage unit auctions long before they were made popular by *Storage Wars*.