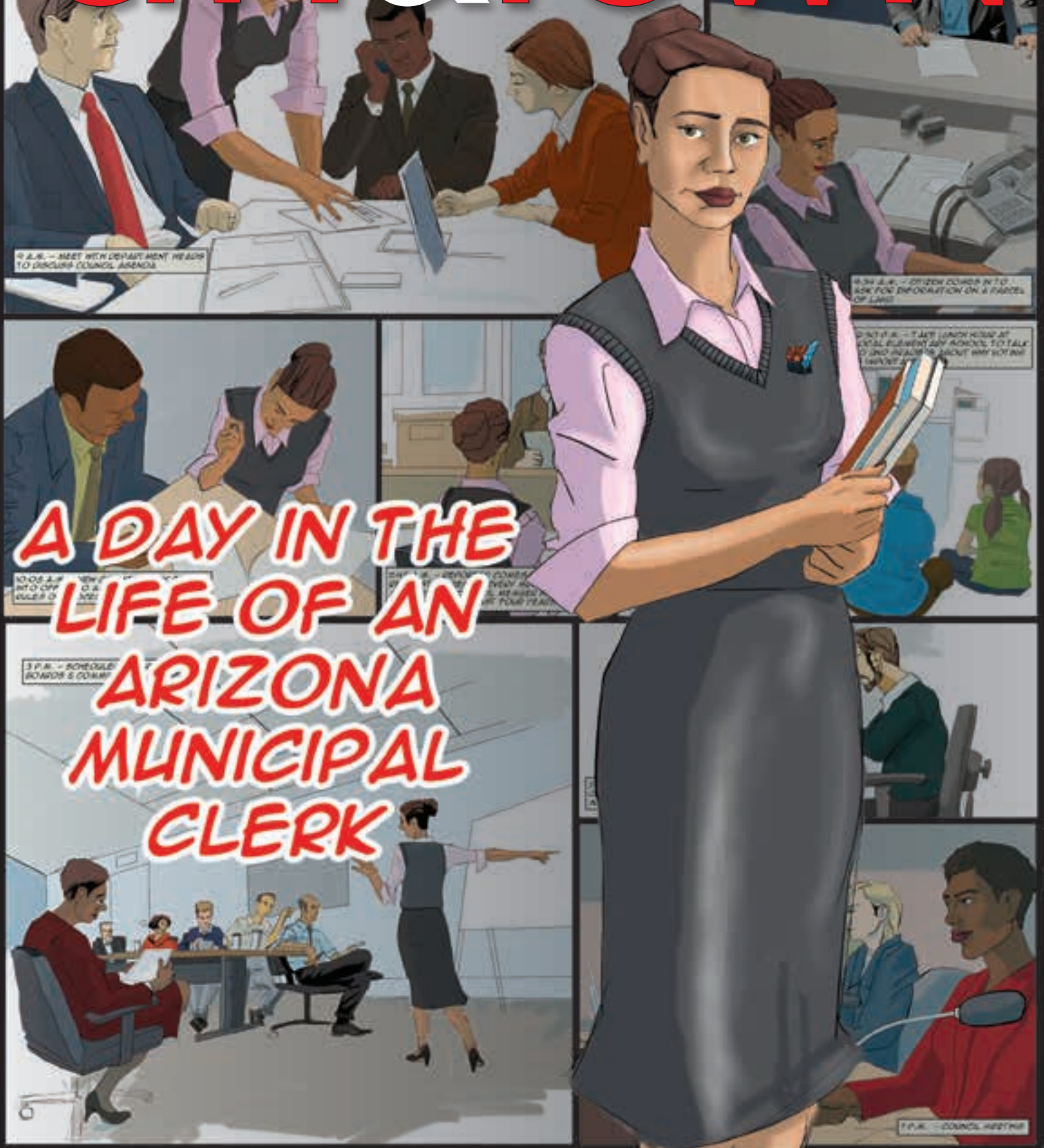


ARIZONA

A publication of the League of Arizona Cities and Towns | Winter/Spring 2017

CITY&TOWN



9 A.M. - MEET WITH DEPARTMENT HEADS TO DISCUSS COUNCIL AGENDA

9:30 A.M. - CITIZEN COMES IN TO ASK FOR DISPOSITION ON A PARCEL OF LAND

10:05 A.M. - NEW CITY OF ORDER

10:15 A.M. - REVIEW COUNCIL AGENDA EVERY MONTH WE REVIEW THE AGENDA FOR FOUR YEARS

3 P.M. - SCHEDULE BOARD & COMMISSION

5 P.M. - COUNCIL MEETING

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Arizona City & Town is published
by Innovative Publishing.
10629 Henning Way, Suite 8
Louisville, Kentucky 40241
Phone 844.423.7272
Fax 888.780.2241

Innovative Publishing specializes in creating custom
magazines for associations and businesses. Please
direct all inquiries to Richard Ochsner at richard@
innovativepublishing.com or 520.546.0623.

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Continuing an Arizona Tradition

The League recently had the pleasure of welcoming more than 130 new municipal officials to city and town government in Arizona. The occasion was our 19th Annual Newly Elected Officials Training program at the Mesa Convention Center.

These people come from all walks of life and backgrounds, from communities across the state, with the goal of making their hometowns a better place to live and work. They are just like you — committed to working long hours, carefully studying the issues and making a promise to their fellow citizens to apply their best efforts to making good decisions on behalf of all the people.

Topics covered at this annual training include all the basics of municipal governance: how to read and understand budgets, the open meetings law, public records, conflicts of interest, ethics, council-manager form of government, parliamentary procedure, balance between public and personal lives, and many other topics.

But there is more to serving your city or town than just the mechanical or process elements. There is the honor that comes from realizing you are part of a continuum of public servants dating back more than 135 years who have stepped forward to serve their neighbors in cities and towns.

City and town councils predated the admission of Arizona into the United States by 30 years, and when the state was finally admitted into the Union, there were already 20 incorporated cities and towns serving their constituents with local services. That tradition continues today and is more important than ever, given the fact that municipal services affect the daily lives of people more than any other level of government.

As we begin a new administration in Washington, D.C., and a new legislative session at the state Capitol, it's a good time to pause and reflect. Every person in government brings a new skill set and new perspectives, and perhaps new ideas for innovation and process improvement. But the basics remain consistent.

Cities and towns are voluntarily created and are in the business of providing services that improve the quality of life for individuals, families and businesses. On behalf of the League, thank you for the work you do in large and small communities all across the state. We look forward to partnering with you throughout 2017 and beyond.

A handwritten signature in dark ink, reading "Ken Strobeck".

Ken Strobeck
Executive Director



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LEAGUE WELCOMES

New President

Chandler Mayor Jay Tibshraeny was elected to a two-year term as president of the League of Arizona Cities and Towns at the annual conference in August. Below is a message from President Tibshraeny.

I hope the new year finds you all well and rested for the coming term. Serving as the League president these past several months has been rewarding, as we have worked together on a number of projects and challenges relevant to the state's cities and towns. As we move into the new legislative session, the work of the League, its staff and municipal representatives becomes more critical than ever.

I personally look forward to working with our friends in the House and Senate on any bills that may impact League members. Hopefully, we can keep the lines of communication open and work through any concerns before any potentially damaging legislation comes forward for a vote. My experiences as a former state senator provide me the insight to understand the concerns of all involved, and I am ready to do what I can to serve the best interests of the state and our respective communities.

On a side note, I had the honor of welcoming more than 100 newly elected municipal officials during the League's

annual training session in December. It was great to see the commitment they are making to the residents of their respective communities. These new mayors and council members have embarked on a worthwhile journey — one that will be challenging at times, but also very gratifying.

Finally, I want to thank all of you for partnering with this great organization. The League of Arizona Cities and Towns is comprised of all 91 municipalities in the state of Arizona — and that is what makes us strong. Please know the League is here to serve you with its many resources, which include lobbying, training, conferences and technical assistance. I hope you will take advantage of all it has to offer.

So, welcome to 2017. We will no doubt face some challenges in the coming year. But by joining together, we can work through them, continue to make progress as a state and celebrate our successes within our own communities.



Mayor Tibshraeny addressing delegates at the League Annual Conference



Mayor Tibshraeny receiving the League's 20-year service award at the 2015 League Annual Conference



Mayor Tibshraeny and former League President and Tempe Mayor Mark Mitchell at the Annual Business Meeting



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A DAY IN THE LIFE OF AN ARIZONA MUNICIPAL CLERK



Municipal clerks perform some of the most important tasks in a city or town, though many people might not know what exactly it is they do! When individuals think about cities and towns, they likely think about mayors and councilmembers, fire fighters, police officers, or librarians, but without a city or town clerk none of these positions would be possible. A municipal clerk ensures that citizens can participate in elections, request copies of public documents, learn about the proceedings of their city and town council, understand the history of their community, and feel confident that the day-to-day work of a city or town is done with professionalism and care. Clerks are also members of a city's executive team, and often managers of several staff members.

"Wow, I never knew that a clerk was so important!" you might exclaim, "But what exactly do they do?" Well, clerks do a variety of tasks, from elections to meeting management and each city or town is different. To give you a glimpse into a typical day of a clerk, keep reading and learn what these important members of your city or town do.

8 A.M. - GET TO WORK AND IMMEDIATELY BEGIN THE DAY

The municipal clerk shows up to work promptly at 8 a.m., turns on the computer and begins her work day. The phone immediately rings and it's a resident, inquiring about early voting hours.

ONE OF THE MAIN RESPONSIBILITIES OF A MUNICIPAL CLERK IS TO OVERSEE ELECTIONS. CITIES WILL OFTEN OFFER SELECT EARLY VOTING LOCATIONS TO ALLOW THE PUBLIC TO VOTE EARLY AT THEIR CONVENIENCE.

Once the clerk gets off the phone, the morning is spent replying to e-mails, including one from a resident asking where the city council agenda is for that evening's meeting. The clerk informs the resident that the agenda is posted physically outside of city hall and on the information board at the library and also sends them a link to where it is also posted on the city's website.

MUNICIPAL CLERKS ARE RESPONSIBLE FOR MAINTAINING AND POSTING ALL PUBLIC DOCUMENTS RELATED TO MEETINGS OF THE COUNCIL, INCLUDING MEETING NOTICES, AGENDAS AND MINUTES. THE CLERK IS REQUIRED BY LAW TO POST NOTICES AND AGENDAS AT LEAST 24 HOURS IN ADVANCE OF A MEETING.

9 A.M. - MEET WITH DEPARTMENT HEADS TO DISCUSS COUNCIL AGENDA

To help prepare for a council meeting that evening, the town manager, clerk and other department heads meet to review the agenda and discuss what issues will be addressed.

The clerk is in charge of creating the council agendas by receiving all staff reports from the various departments around the town and preparing agenda packets. Staff meets to ensure that all materials have been included and review several items of importance. This meeting also provides the opportunity to discuss any upcoming items that may appear on future council agendas.

During this meeting, the clerk highlights a few important items from the agenda: there is a permit request for an upcoming special event to be held in town square and a new restaurant requesting a liquor license to be ready in time for their grand opening.



MANY CLERKS MANAGE ALL REQUESTS THAT COME IN FOR SPECIAL EVENT PERMITS AND LICENSES, LIQUOR LICENSES, AND BINGO AND OFF-TRACK BETTING THAT TAKE PLACE IN THEIR CITY OR TOWN.

9:30 A.M. - SIT DOWN TO MAKE NOTES ABOUT THE MEETING

After discussion with the department heads, the clerk sits down to make a few notations in preparation for the evening's council meeting.

9:34 A.M. - RESIDENT COMES IN TO ASK FOR INFORMATION ON A PARCEL OF LAND

As the clerk works on changes, a resident comes in to ask a question, inquiring about the status of a parcel of land just outside of his neighborhood. He wants to know what business used to own the land in 1978. As the one who oversees all records management for the city, the clerk looks through the database of land use in the town to provide him with this information.



LIKE MANY OF US, MUNICIPAL CLERKS HAVE TO-DO LISTS AND TASKS TO ACCOMPLISH ON A DAILY BASIS THAT OFTEN ARE DISRUPTED BY IMMEDIATE ACTIONS OF HIGHER SIGNIFICANCE. FIRST AND FOREMOST, CLERKS ARE PUBLIC SERVANTS AND SERVE THE CITIZENS BY ANSWERING THEIR QUESTIONS AND PROVIDING INFORMATION THAT IS REQUESTED.

9:56 A.M. - DEPARTMENT HEAD CALLS TO ASK QUESTION ON A PARTICULAR AGENDA ITEM

The clerk receives a phone call from a department head to inquire about an issue that they discussed during their earlier meeting. They need some clarification on when their department will be presenting and as the person who puts the agenda together, the clerk can easily answer the question.

10:08 A.M. - NEW CITY ATTORNEY COMES INTO OFFICE TO ASK QUESTION ABOUT RULES OF PROCEDURE

As this will be his first council meeting, the city's new attorney comes in to clarify a few items on the Rules of Procedure with the city clerk. The city attorney wants to know how the public is able to address the council at council meetings. Referring to the Rules of Procedure, the clerk informs the attorney about the city's public comment process.



THE CLERK MAINTAINS THE RULES OF PROCEDURE. THESE RULES DESCRIBE THE PROCEEDINGS OF THE COUNCIL. THESE RULES ARE SET IN PLACE BY THE COUNCIL AND COVER EVERYTHING FROM THE ORDER OF BUSINESS OF A COUNCIL MEETING, HOW ITEMS ARE VOTED UPON, THE RESPONSIBILITIES OF COUNCIL MEMBERS, ADDITIONAL MEETINGS THAT MAY BE HELD AND HOW INFORMATION IS MADE AVAILABLE TO THE PUBLIC.

ALL CITIES AND TOWNS IN ARIZONA ARE REQUIRED TO HAVE A WEBSITE AND MANY CLERKS KEEP MUCH OF THE WEBSITES UPDATED WITH DOCUMENTS AND INFORMATION FOR THE PUBLIC TO ACCESS. IN ADDITION TO POSTING MEETING NOTICES, AGENDAS AND MINUTES TO A CITY WEBSITE, A CLERK WILL USE THE WEBSITE TO ADD PUBLIC DOCUMENTS, ARCHIVE HISTORIC INFORMATION, AND ANSWER INQUIRIES.

10:30 A.M. - SCHEDULED MEETING WITH WEB DEVELOPERS TO GO OVER NEW WEBSITE MODEL

As technology continues to evolve, so does the way a city or town communicates and provides information to residents. As the city is updating its website, the clerk meets with web developers to talk about the new model and how it will be used by the clerk's office. The clerk makes suggestions on how to display materials so that it is easily accessible for residents to find information.

11:20 A.M. - RECEIVE A PHONE CALL THAT THE COMPUTER ISN'T WORKING IN THE PASSPORT OFFICE

Getting back from the meeting, the clerk receives a phone call from the city's passport office. A computer isn't working and has stopped processing photos. The clerk immediately places a phone call to the IT department to coordinate a visit so the issue can be quickly and easily resolved.

MANY CITIES WILL HOST PASSPORT OFFICES TO MAKE IT EASY FOR RESIDENTS TO GET THEIR PASSPORTS AND TRAVEL DOCUMENTATION AT THEIR TOWN HALL. IN MANY COMMUNITIES THE CLERK IS RESPONSIBLE FOR OVERSEEING THIS OFFICE.

11:45 A.M. - REPORTER COMES IN TO REQUEST COPIES OF EVERY MEETING A PARTICULAR COUNCIL MEMBER HAS ATTENDED IN THE PAST FOUR YEARS

A reporter from the local paper comes in and says they're working on a story about council members running for re-election in neighboring cities and towns. Wanting to accurately report the attendance record of the candidates, the reporter asks the clerk to provide copies of all meeting minutes from the last four years that the candidate may have attended.



CLERKS ARE THE CARETAKERS FOR ALL PUBLIC RECORDS AND RESPOND TO ALL REQUESTS FROM THE PRESS AND THE PUBLIC ABOUT THESE RECORDS. SOMETIMES THE RECORDS HAVE TO BE MANUALLY RETRIEVED BUT MANY TIMES THE RECORDS ARE AVAILABLE TO THE PUBLIC AND PRESS VIA ELECTRONIC MEANS OR CAN BE DISTRIBUTED VIA PRINTED DOCUMENTS.

12:30 P.M. - TAKE LUNCH HOUR AT LOCAL ELEMENTARY SCHOOL TO TALK TO 2ND GRADERS ABOUT WHY VOTING IS IMPORTANT

Time for lunch! Today, the clerk is spending lunch at a local elementary school. The 2nd grade class is learning about elections, the democratic process and voting. The clerk sits down with them to talk about the process of an election, what's involved with putting polling places together and how important it is for everyone to get out and vote.



1:45 P.M. - RESIDENT COMES IN TO GET CANDIDATE FILING PACKET

Speaking of elections, once the clerk is back in the office, a resident comes in to get a candidate filing packet. Clerks assemble all of the information for those interested in applying for candidacy in an upcoming town election. The clerk reviews all of the materials with the potential candidate, showing them when the paperwork to declare candidacy is due, how many signatures are needed on their petition and how to fill out their campaign finance reports.

CLERKS SERVE AS THE ELECTIONS OFFICIAL FOR THEIR CITY. THEY PREPARE AND RECEIVE PACKETS AND REPORTS, SUPPLY AND DISTRIBUTE ELECTION PUBLICITY AND ADVERTISEMENTS, RECEIVE COMPLAINTS ABOUT THE ELECTION PROCESS, CERTIFY ELECTION RESULTS, PREPARE BALLOT AND INFORMATION PACKETS, MAKE SURE ELECTIONS ARE COMPLIANT WITH ELECTIONS LAWS, AND ASSIST CANDIDATES AND VOTERS WITH ANY QUESTIONS THEY MAY HAVE ABOUT THE ELECTIONS PROCESS. THEY ALSO RECEIVE AND PROCESS ANY INITIATIVES, REFERENDUMS AND RECALL PETITIONS AND ARE RESPONSIBLE FOR COMPILING ALL CAMPAIGN FINANCE REPORTS.

2:15 P.M. - CHECK IN ON STAFF WHO HAVE BEEN PREPARING BOXES OF RECORDS TO SEND TO WAREHOUSE

As the record keeper of all the city's public records and historic documents, the clerk is responsible for making sure these items have multiple copies available and accessible if they are ever needed. Many clerks are responsible for overseeing a city's records management program. In addition to maintaining all current town records, the clerk ensures the location and safety of original city documents like the city charter, maps, and articles of incorporation. Walking down to the basement of city hall, she checks in on staff members who have been preparing records for inactive storage.

CLERKS ARE MEMBERS OF THE CITY'S EXECUTIVE LEADERSHIP TEAM AND MANAGE THEIR OWN DEPARTMENTS. IN ADDITION TO THEIR INDIVIDUAL DUTIES, MANY CITY CLERKS WILL OVERSEE SEVERAL OTHER POSITIONS THAT HELP PERFORM THE TASKS OF THE CLERK'S OFFICE. THE CLERK'S POSITION AS DEPARTMENT HEAD INCLUDES DELEGATING PROJECTS, CONDUCTING STAFF MEETINGS, HANDLING ANY PERSONNEL ISSUES, AND MANAGING ALL STAFF ASSIGNMENTS.

3 P.M. - SCHEDULED TRAINING WITH NEW BOARD & COMMISSION MEMBERS

From there, the clerk heads to the community center to present in a scheduled training with new board and commission members.

Since the clerk is the caretaker of information, history and the city's Rules of Procedure, the clerk trains new members on important legal matters like open meeting law, as well the basic rules and procedures of being on a city or town board.

Boards and commissions are comprised of voluntary community members who serve to advise the council on specific aspects of their community. Boards and commissions cover topics like development, safety, parks and municipal arts, to name a few. The clerk maintains all membership records for boards and commissions and ensures that vacancies are advertised to the public and filled appropriately when necessary.



4:30 P.M. - ELECTED OFFICIAL STOPS BY TO DISCUSS UPCOMING BOND ELECTION

After settling back at her office, one of the councilmembers stops by to clarify questions included on the bond election ballot.

IN ADDITION TO CANDIDATES, CITIES AND TOWNS CAN INCLUDE A VARIETY OF OTHER ITEMS ON BALLOTS, INCLUDING BOND QUESTIONS. THE PURPOSE OF A BOND ELECTION IS TO ASK RESIDENTS TO APPROVE THE CITY ISSUING BONDS IN SPECIFIC CATEGORIES. BOND QUESTIONS CAN HELP THE CITY UNDERSTAND WHAT TYPES OF PROJECTS RESIDENTS WOULD LIKE THEM TO WORK ON. QUESTIONS MIGHT ASK RESIDENTS IF THEY THINK THE CITY SHOULD ISSUE BONDS TO FUND WATER PROJECTS, STREET AND PARK IMPROVEMENTS, OR PUBLIC SAFETY, TO NAME JUST A FEW. BECAUSE THE CLERK OVERSEES ALL CITY ELECTION MATERIALS, SHE IS RESPONSIBLE FOR ENSURING THE BOND QUESTIONS ARE INCLUDED ON THE BALLOT AND PROPER INFORMATIONAL MATERIALS ARE DISTRIBUTED TO RESIDENTS.

5 P.M. - SCHEDULED MEETING WITH CITY MANAGER TO REVIEW THE COUNCIL MEETING AGENDA

The city manager comes into the clerk's office to go over some final details about the council meeting agenda. The city manager is the local government administrator hired by the council to implement its policies. The city manager works closely with the city clerk to ensure the council is familiar with all elements on the agenda and are prepared for a productive meeting.



5:30 P.M. – MAYOR COMES IN TO ASK QUESTION ABOUT A PARTICULAR ITEM ON THE AGENDA

During the meeting with the city manager, the mayor walks in to ask if the special event permit will be included on tonight's agenda. The clerk also reminds the mayor that he will be reading two proclamations that evening – one to honor a police officer for an act of valor; and one to recognize a new neighborhood watch group.

6:45 P.M. – CHECK ON ITEMS DONE PREVIOUSLY FOR COUNCIL MEETING

As the time for the council meeting nears, the clerk makes sure that everything is in place, putting the proclamations on the dais so they are ready for the mayor. The clerk also checks in on the pastor who will be delivering the evening's invocation prior to the meeting. The clerk schedules the invocators for all meetings.

7 P.M. – COUNCIL MEETING

Time for the council meeting! During the council proceedings, the clerk takes detailed notes about what occurs for the official minutes. These minutes serve as a record to the public of what the council discussed and decided.

Tonight, there's a new council member joining. At the beginning of the meeting, the clerk administers the oath of office to the newest individual.

10 P.M. – COUNCIL MEETING CONCLUDES

The council meeting adjourns and the clerk gets ready to finally head home. But the day's not over yet! Before leaving, the clerk compiles the materials from the meeting and saves a draft of the minutes written during the meeting. Tomorrow, the clerk will send out a brief outline of what occurred during the council meeting, e-mailing a copy to the city's list-serv, and will also make edits and finalize the official meeting minutes which will then be reviewed and adopted by council at the next meeting.

The role of a clerk is extremely important. The day is busy and demanding and often comes with many interruptions. City and town clerks have to be incredibly organized and determined and also up-to-date on trainings and certifications to ensure that they are capable and current with the profession. But the job of the clerk is also very rewarding! Clerks get to oversee the electoral process of the city or town, maintain documents from the inception of the city to the current day, and serve the public with the utmost integrity; ensuring that citizens receive all the information they need to understand and appreciate the workings of their city or town.

LIKE ANY ELECTED OFFICE, THE MAYOR AND COUNCIL ARE AN EVOLVING FIGURE, CHANGING WITH EACH ELECTION. THE CITY CLERK IS AN EXTREMELY IMPORTANT POSITION, AS IT HELPS ENSURE A SMOOTH TRANSITION PROCESS. FROM THE BEGINNING, THE CLERK IS THERE TO HELP A POTENTIAL CANDIDATE FILE AND ANSWER QUESTIONS ABOUT THE ELECTION. ONCE ELECTED, THE CLERK ADMINISTERS THE OATH OF OFFICE TO MAKE THE ELECTED POSITION OFFICIAL. THE CLERK PROVIDES INFORMATION ABOUT THE RULES OF PROCEDURE AND ANSWERS QUESTIONS NEW COUNCIL MEMBERS MAY HAVE ABOUT WHAT THEIR POSITION ENTAILS. WHEN THESE PROCEDURES OR OTHER ITEMS CHANGE WHEN A NEW COUNCIL COMES INTO OFFICE, THE CLERK MAKES THE NECESSARY EDITS TO THESE IMPORTANT DOCUMENTS AND FOLLOWS THROUGH WITH THE REQUESTS OF THE COUNCIL.

Profiles of Some of Arizona's Amazing

Brenda Aguilar, CMC

City of Douglas



How many years have you served as a clerk? 27 years with the city and the last 10 years serving as city clerk

Where are you originally from? Mexico

What is the strangest/most unique task you have had to perform as part of your duties? The strangest task has been that in response to a challenge: I played kickball against elementary students and had a great time doing so!

What is the most rewarding part of your job? One of the most difficult but rewarding responsibilities of this job is directing and coordinating the elections for the city of Douglas in order to ensure a fair, accurate and convenient voting experience for its citizens.

Sherry Ann Aguilar, MMC

City of Surprise



How many years have you served as a clerk? 20 years as clerk and with Surprise for 26 years.

Where are you originally from? Born and raised in Surprise, Arizona

What is the craziest request you have ever gotten from a resident? "I am in the Witness

Protection Program, and I want to vote, but I do not want to give you my physical address or show you my ID!"

What is the most rewarding part of your job? The city clerk's position in any city or town, no matter what size, is a central hub that touches every single department in our organization as well as a customer service resource for our residents, providing election services, records and passports. I would have to say that providing these services is the most important and rewarding part of my job.

Elizabeth A. Burke, MMC

City of Flagstaff



How many years have you served as a clerk? 32 years

Where are you originally from? Born in Illinois, raised in Phoenix

What is the strangest/most unique task you have had to perform as part of your duties? Prepared for a game of "show low" in Show Low years ago when we had a tie election, and it was settled by the two candidates playing "show low."

What is your favorite memory as a city/town clerk? Developing the Kids ROCK (Reach Out for Community Knowledge) in Show Low, where we taught third-graders about city government. We had various city staff members speak to the class monthly, where they talked about what they did and had activities related to such a job. We started with a tour of city hall and ended the year with a swimming party at the aquatic center.

Sonia Cornelio, MMC

City of San Luis

How many years have you served as a clerk? 11 years

Where are you originally from? Salinas, California

What is the craziest question you have been asked by a resident? I was asked if the city clerk's office could send someone to sweep a street that contained gravel.

City/Town Clerks



What is the most rewarding part of your job? The ability to be a helpful resource and provide service to internal and external customers in an ethical, impartial, professional and excellent manner.

Brigitta Kuiper, MMC *City of Tempe*



How many years have you served as a clerk? Six and a half years in Tempe. Prior to that, 12 years as city clerk in Yuma.

Where are you originally from? Charlotte, North Carolina

What is the most rewarding part of your job? Working with community members to increase their knowledge of

city government, programs and services, and seeing them become actively involved in their city.

What is your favorite memory as a city/town clerk? My favorite memories are working with city staff and various election officials to coordinate election activities and working late into the night on election night to count ballots and distribute results.

Kim L. Larson, CMC *City of Page*



How many years have you served as a clerk? Eight years in department and three and a half years as clerk.

Where are you originally from? Boulder City, Nevada

What is the most rewarding part of your job? Being able to serve the citizens of our city, working with city council,

preserving the records for the city's history, and initiating new ideas and programs to streamline the workload.

What is your favorite memory as a city/town clerk? One of my most favorite memories was the second-grade class coming to city hall to learn about elections. The mayor was present and talked to the students about an election, and when he asked if there were any questions, they all wanted to know about the large key on the wall and what it opened!

Cris Meyer *City of Phoenix*



How many years have you served as a clerk? 24 years in the city clerk department with five years as city clerk

Where are you originally from? Indianapolis, Indiana

What is the craziest question you have been asked by a resident? A voter asking about the procedure to change their vote the day after the election.

What is the most rewarding part of your job? Working with other clerks and staff who are so dedicated to serving the public, and

Profiles of Some of Arizona's Amazing

being able to assist people who are uncertain about where to go or are intimidated about interacting with government when they need information or records.

Diane Russell, MMC *Town of Prescott Valley*



How many years have you served as a clerk? Deputy town clerk for nine years and town clerk 13 years.

Where are you originally from? Born in St. Louis and grew up in Parry Sound, Ontario, Canada.

What is the strangest/most unique task you have had to perform as part of your duties? Snake catcher! When a little red racer snake was slinking across the floor in our records center, everyone deserted me, leaving me to catch it and take it outside.

What is the most rewarding part of your job? Mentoring those who will follow me in the municipal clerk profession is something I enjoy doing. Nothing is more rewarding than helping a new recruit discover that continuing education leads to success.

Silvia Smith, MMC, CPM *Town of Payson*



How many years have you served as a clerk? 18 years

Where are you originally from? Ignacio, Colorado

What is the most rewarding part of your job? To have our department be recognized by citizens for our exceptional customer service.

What is your favorite memory as a city/town clerk? Being recognized by the AMCA (Arizona Municipal Clerks Association) for Municipal Clerk of the Year in 2006.

Municipal Clerk Certifications and Recognitions —

A municipal clerk must be proficient in a number of areas to be successful. To recognize those municipal clerks who maintain their excellence in service to the public, there are a number of certifications based on training, education and experience awarded through international and statewide organizations.



International Institute of Municipal Clerks Certified Municipal Clerk (CMC) Program

The certified municipal clerk program is designed to enhance the job performance of the clerk in small and large municipalities.

To earn the CMC designation, a municipal clerk must attend

extensive training in partnership with Arizona State University as well as have hands-on experience in a municipality.

International Institute of Municipal Clerks Master Municipal Clerk (MMC) Program

The master municipal clerk program is an advanced continuing education program that prepares participants to perform complex

City/Town Clerks

Susan Stein, MMC, CPM, Current President of the Arizona Municipal Clerks Association (AMCA)

City of Bullhead City



How many years have you served as a clerk? 11 years as clerk, total of 20 years in government.

Where are you originally from? Rochester, New York

What is the craziest question you have been asked by a resident? A woman who claimed she was Elvis Presley's daughter

came into city hall and demanded that I provide her with the necessary records as proof.

What is your favorite memory as a city/town clerk? Receiving a visit from 90-year-old Alona, the first city clerk for Bullhead City, and learning the city named a street after her called Alona's Way because everyone had to do things her way — which was the right way.

Vicky Vivian, CMC

City of Benson



How many years have you served as a clerk? 11 years

Where are you originally from? Elfrida, Arizona (born in Douglas, Arizona)

What is the most rewarding part of your job? Being able to provide people with the information they need, whether it be a

cemetery record for family research, utility assistance information or legislative history of the city.

What is your favorite memory as a city/town clerk? Having people participate in local government, either by coming to council meetings and addressing the council or running and serving as a council member. They come in and meet with me to learn about the city, the council, where they can find information, etc. I've had two people decide to run — and they served on council after meeting with me regarding their questions.

municipal duties. The program has an extensive and rigorous educational component and a professional and social contribution component. MMC applicants must demonstrate that they have actively pursued education and professional activities during their time as a clerk.

Secretary of State Election Officer Certification



Election officer certification is provided by the Arizona Secretary of State's office. The training consists of instruction in the technical, legal and administrative aspects of conducting elections within Arizona. It consists of 40 hours of training

followed by a two-day recertification training every two years.

Arizona Municipal Clerks' Association Municipal Election Certification and Recertification Program



The certified municipal election official designation was developed in 1993 by the Arizona Municipal Clerks'

Association, in conjunction with the League of Arizona Cities and Towns, to provide training that focuses specifically on municipal elections. Once a clerk attends three years of the annual elections training, an exam must be taken and passed to attain the AMCA election official certification.



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