



# Spring 2019 Municipal Clerk Institute



**Wednesday April 17, 2019**

8:00 – 10:00 **A Dose of Perspective: A Glimpse Into The Real You and How To Be Instantly Better**  
**(4.0 hours CMFO Other)**

This session will develop action items that create habits to increase your productivity. Dr. Cook will work through options so conference attendees will be able to create a customized plan that will be both useful and reasonable. The goal is to walk away with a roadmap about how to bring a new and positive perspective to their work. This session will include:

- Productivity: Building habits to Manage Your Growing Workload
- Understanding Boundaries: Removing Frustrations From Your Life
- Adapting to Personalities: How to Get Along With (Almost) Anyone
- Customer Service: How to be Nice on Your Worst Days

**Dr. Heather Cook**

Dr. Cook is an engaging motivational speaker in the field of leadership development and Community engagement. Her niche is finding ways for organizations with a core responsibility To find a way to incorporate advocacy and engagement in a manageable way. She has the uncanny ability to help people create excellence through change, and even enjoy the process!

She received her Doctorate in Educational Leadership and Policy Analysis from East Tennessee State University and was the first graduate of the prestigious Roan Scholars Leadership Program. She also earned a BBA in Marketing and an MBA from ETSU.

10:00 – 10:15 Break

10:15 – 12:00 **A Dose of Perspective (Part II)**

12:00 – 1:00 Lunch, served at the hotel

1:00 – 2:45 **Utility Board Finance Training (4.0 Hours CMFO Financial)**

The Tennessee State Legislature passed legislation requiring that all elected officials who operate a utility take 12 hours of training within one year of their election. This class is the finance training that elected officials will receive. It is presented here so that City Records may be prepared to answer question that their elected officials may have.

**Mr. Brad Harris, Municipal Finance Consultant, University of Tennessee**

Brad Harris serves with MTAS as a finance and accounting consultant for the East Tennessee region. Before coming to work with MTAS three years ago, Brad served as



## Spring 2019 Municipal Clerk Institute

the finance director for the City of Athens, TN for five years and also has served as the finance director for Rhea County, TN for four years. Brad is a CPA, and serves on the Government Finance Officers Association Committee on Budgeting and Fiscal Policy. He lives in Dayton, TN with his wife Beth and daughter Katie.

2:45 – 3:00 Break

3:00 – 4:30 **Utility Board Finance Training (Part II)**

4:30 Adjourn

### Thursday April 17, 2019

8:00 – 9:45 **Developing A Culture of Hero's (2.0 CMFO Other)**

Developing a Culture of Hero's is an informative, fun and heartwarming look at how your city can develop a Culture of Hero's. Participants will explore the concept of "Hero", examine their own workplace culture and learn strategies to help their workplace become a culture of hero's.

#### **Mr. Pat Hardy, Management Consultant, University of Tennessee**

Pat Hardy currently serves as an MTAS Municipal Management Consultant in the upper East Tennessee area. He has been with MTAS for nearly 27 years, serving in both the Nashville and Johnson City offices. Prior to this Pat served in the city management profession in the cities of Big Spring, Texas and Blue Earth, Minnesota. Pat holds a Master's Degree in City Management from East Tennessee State University.

9:45 – 10:00 Break

10:00 – 12:00 **Developing A Culture of Hero's Part 2 (2.0 CMFO Other)**

12:00 Lunch (on your own)

1:00 – 2:45 **Is Your City ready for a Police Department Audit?**

Police officers are trained to preserve the chain of custody of property and evidence. They are not trained in how to dispose of property and evidence. State law mandates certain procedures for dealing with sensitive items, such as cash, drugs, firearms and vehicles. Unknown to most, there are very specific timeframes for disposing of these items after the criminal cases are adjudicated. This class will identify the proper procedures for handling and disposing of sensitive property and evidence items. Following these procedures will keep your city out of trouble and keep the auditors happy.



## Spring 2019 Municipal Clerk Institute



### **Mr. Rex Barton, Municipal Police Consultant, University of Tennessee**

Rex Barton is a Police Management Consultant with the University of Tennessee – Municipal Technical Advisory Service, better known as MTAS.

Prior to MTAS, Rex was with the Athens Police Department for 18 years. He became a police officer in 1977 and was serving as the department's Administrative Captain immediately prior to coming to MTAS.

Rex became a member of the Visiting Faculty at the Tennessee Law Enforcement Training Academy in 1992 and has taught classes in Mid-level Management and Command Decisions classes for the police academy. In 2004, he developed the curriculum for the Law Enforcement Management and Administration class offered at the police academy for police chiefs and command staff officers. Rex currently coordinates that class and teaches several modules.

As a field consultant for MTAS, Rex serves as the primary point of contact for police and municipal issues. He has conducted numerous studies of police operations for police departments across the state, including staffing level and manpower allocation studies.

He holds a Bachelor's degree in Organizational Management and a Master's degree in Business Administration with a concentration in Human Resource Management.

2:45 – 3:00

Break

3:00 – 4:30

### **Office of State Assessed Properties / Property Tax Relief (2.0 CMFO Financial)**

This course will give an overview of the Division of Property Assessments and the Office of State Assessed Properties of the Office of the Comptroller of the Treasury. Participants will explore a general overview of the office functions and how it relates to and works with Municipal collecting officials. The program will cover the following topics:

- The Property Tax Relief Program
- The Tax Freeze Program
- The Annual OSAP Assessment Roll
- Electronic Text File Requests

### **Presenters:**

**Susan Gullette** is the Director of the Division of Property Assessments for the Tennessee Comptroller of the Treasury. She oversees the division's central office in Nashville as well as its five field offices across the state. This division provides technical assistance, support, training, and oversight to local governments, assessors, and other elected officials. Susan's office also provides Computer Assisted Mass Appraisal (CAMA) System



## Spring 2019 Municipal Clerk Institute

support and tax billing services for the majority of county assessor and trustee offices. Susan and her team ensure that county reappraisal programs are completed as scheduled and perform sales ratio studies for each county every two years. Susan's staff oversees the Property Tax Freeze and Tax Relief Programs as well as the division's administrative functions.

Susan started work for the Comptroller's Office in 2001 in Information Technology before her journey to the Division of Property Assessments in 2003. She became director in 2013. Susan is a graduate of Middle Tennessee State University where she received a Bachelor of Business Administration degree in Information Systems. She is also an alumnus of the 2004 Tennessee Government Management Institute and the 2012 Tennessee Government Executive Institute. A West Texas native, Susan and her husband Mark came to Tennessee in 1996. They have four sons and five grandchildren. Susan enjoys spending time at the beach and travel.

**Pat Dodson** is the Assistant Director for the Tennessee Comptroller's Office of State Assessed Properties (OSAP). Pat supervises the Public Utility and Transportation Auditors and support staff. She also communicates OSAP's mission and valuation methods with many groups and companies. Pat is the primary liaison between OSAP and Tennessee's County Trustees. Pat began working for the state in 1986 in the Assessment Division of the Public Service Commission as an Administrative Assistant. She was promoted to Assessment Analyst in 1996 when the PSC's assessment function was placed under the Comptroller's Office. She served as the Public Utility Assessment Manager beginning in 2012, and she was promoted to Manager for the Office of State Assessed Properties in May of 2016. In February 2018, Pat was named Assistant Director of the Office of State Assessed Properties. Pat holds a Bachelor of Science in Public Relations and Advertising from Middle Tennessee State University, and an Associate Degree in Broadcasting from Jackson State Community College. She currently serves on the Comptroller's Business Continuity Working Group and oversees OSAP's Strategic Plan and Risk Assessment Plan. In her spare time Pat enjoys running, biking and playing with her 4lb dog, Lilly Belle. She is the proud mother of her son, Stephen Dodson and daughter-in-law, Kirsten.

**Lurita Clay** is a Senior Specialist with the Tennessee Comptroller's Office of State Assessed Properties (OSAP). Lurita has leadership responsibilities for tax billing, the on-line ad valorem reporting system, and all cost value company valuations. Lurita has been with the Comptroller's office for over 12 years and is a graduate of LEAD Tennessee. Lurita received a Bachelor of Business Administration degree in Accounting from Fisk/Belmont University and a Masters in Accounting from Kaplan University. Lurita is the proud mother of her son, Walter



# Spring 2019 Municipal Clerk Institute



**Friday April 19, 2019**

8:00 – 9:45

Mike Hewett, (2.0 Hours CMFO Financial)

**Mr. Mike Hewett, CPA, Alexander Thompson and Arnold**, has more than 30 years of experience and understands how critical accountability standards are for governments and not-for-profit organizations. That's why he's active professionally on the state and national levels. He was appointed to the AICPA's Government Audit Quality Center's Executive Committee, which means he's helping shape policy and procedures for governments and nonprofits in the national arena. He also serves on the Tennessee Society of CPAs Governmental Committee, which he led for 5 years.

9:45 – 10:00

Break

10:00 – 12:00

**The Carrot Principle, How the Best Managers Use Recognition to Engage Their People, Retain Talent, and Accelerate Performance. (2.0 Other)**

This session will examine a variety of ways to use recognition to create a culture where your employees are happy to come to work, where they strive to do their very best work for your organization and how this culture can be used to reduce turn-over and enhance employee engagement.

**Mr. Dana Deem, Management Consultant, University of Tennessee**

Dana Deem is a Management Consultant for the Municipal Technical Advisory Service, housed in the Institute for Public Service at the University of Tennessee. He has been with MTAS for nine years. Prior to coming to MTAS, Dana served the City of Clifton as City Manager, the McKenzie Special School District as Finance Director, and the City of McKenzie as City Recorder/Finance Director. Prior to his career in local government Dana served in the United States Air Force for 21 years before retiring in 1995. Dana resides in Carroll County Tennessee, he and his wife Tan-Gee have three grown children and three grandchildren.

12:00 Adjourn