

## MEETING NOTES

### Revenue Division Labor-Management Committee August 23, 2016

Attendance:	Adrienne Brown-Dunn, Rachel Cleveland, Tyler Dice, Jayden Dotson, Josh Gregor, Scott Karter, Karen Obana, Terri Williams
Facilitator:	Alanna Hein
Note Taker:	Meghann Fertal
Handouts Distributed:	Meeting Notes 07/26/2016

1. Welcome, Introductions - all
2. Review meeting notes from July 26, 2016
  - a. Approved
3. Call Monitoring
  - a. Terri brought the rules for the original program, 4 areas for grading/rating:
    - i. Greeting
    - ii. Communication
      1. Volume
      2. Rate of speed
      3. Tone, diction, professional
    - iii. Content
      1. Useful and correct information
      2. Clarification
    - iv. Closure
  - b. Goal is coaching, give employees the tools for customer service
  - c. Labor: Can a phone call result in discipline?
    - i. Management: If it is an extreme reason, yes it can. Example, keeping customer credit card numbers.
  - d. Labor: Can the rules be made available for all?
    - i. Management: Yes.
  - e. Topic to be removed from the agenda.
4. Tax Division Reorg
  - a. Diagram is available in Terri's office
  - b. Vacant RTS II reclassifying to Tax Supervisor
  - c. Special Enforcement Team
    - i. New Tax Supervisor
    - ii. 2 RTS IVs – Huitzi and unknown at this time
    - iii. 3 RTS IIIs – Jayden, Roger and vacancy
  - d. Business License Tax – led by Ellertson
    - i. Account Management
      1. Property Transactions – Karla and Jamari

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- 2. 6.5 RTS IVs
  - ii. Account Support Team – led by Allen
    - 1. 1 RTS II - Dee
    - 2. 2 RTS III – Rachel and Craig
  
- 5. Employee Satisfaction Survey
  - a. Should there be an “unscramble” of the comments?
    - i. Fear of loss of confidentiality
    - ii. Some topics may not be applicable
  - b. Make a statement in All Staff– for purposes of addressing ways to improve, the LMC will review comments in workgroups
  - c. What do we do with existing data?
    - i. Nothing, move on
  - d. All Staff agenda item – Employee Satisfaction Survey
  - e. Labor broke to caucus
  - f. Labor feels that the topics brought to the table have been discussed
  - g. Labor would like Management to bring common themes to the LMC but continuing the conversation in LMC is not necessary
  - h. Topic concluded for the next two months
  
- 6. Picnic
  - a. Good feedback
  - b. Suggestions to adjust timeframe and location
  
- 7. Meeting Evaluation
  - + = good things that worked
  - Δ = change or improvements

<u>±</u>	<u>Δ</u>
Wrapped up a few items	
Good caucus for Labor	