

KNOX COUNTY CLERK
300 MAIN ST.
KNOXVILLE, TN

facebook



Name:
Foster Arnett
Websites:
<http://www.fosterarnett.com>

CLERK'S

OFFICE

MISSION

STATEMENT

The Knox County Clerk's office is dedicated to making the taxpayer experience in our offices as easy and pleasant as possible. *Service* with honor, integrity and friendliness will be our hallmark.

@ Work For the Clerk

FALL QUARTER 2012

Coming Together to Train

By Foster D. Arnett, Jr.

In just a few short days we will hold our second training day at Ijams Nature Center. Since I took office in 2008, I have shared with all of you my vision of training and how vitally important it is for each of us. We have to communicate and share all the goings on in our office.

There will be many topics we will take on as a group and once again we are very lucky to have Dr. Michael McIntyre of the University of Tennessee's Professional MBA Program play a large part in this gathering.

It is hard to believe we have been together for almost four years now and since September of 2008 I have seen you grow as a professional staff. Where we were somewhat disjointed before, we have become one. Where there was competition and an almost sense of secrecy between Managers and staff and top leadership and staff, there is now full disclosure. Are we going to agree on everything? Of course not! But are we going to discuss, share and come up with plans that best serve our offices and the public we answer to on a daily basis? Absolutely!

As our managers gathered in the last few days to discuss this training I was able to witness a coming together of the minds. There was laughter and a super mix of thought processes. There was a massive sharing of ideas and during the entire time there was not one cross word between these folks. They even voiced to me they enjoyed themselves!

This is what it's all about folks. Work hard, get along with your co-workers and try to have fun at what you do. Think of all the people who are out of work, with no salary, no health insurance and no benefits of any kind. Just so you will know, recently we had two customer service representative spots open and received 102 applications! This is not a bad place to work!

So get ready to roll up your sleeves and get to work in our day long retreat. We will have some very exciting speakers and one surprise guest speaker you will all enjoy hearing!

Thanks for all you do!

Stories From the Satellites



Norma Lebow has been with the Clerk's Office 18 years this November and she celebrates a birthday. Congratulations!



Meggie Reinhardt Comes to Cedar Bluff from Road Runner motors.



Quinton Jefferson at the East Knox office loves to fish and read good books.

Halls

Wendy Gresham and **Brenda Roberts** celebrate anniversaries in October. Both have worked for the Clerk for 13 years. And **Charly Watkins** celebrates 6 years with the Clerk.

Kaye Kimble has a birthday on November 13.

Old Courthouse

Angie Nesbitt, in the Commission Library, is one of the longest-tenured clerk employees. She celebrates 38 years in October.

Charlotte Hodge celebrates 25 years on the job, also an October anniversary and she has a birthday on December 27; **Crystal Caylor (Housewright)** has been with us five years, in October.

Also celebrating an anniversary this fall: **Patrick Hickam**, 13 years, and **Melanie Norman** and **Karen Strawn** celebrate their first anniversary in November. Karen also has a birthday Dec. 10.

Others with birthdays: **Tim Wisner** on October 1, **Tame Bieber** on October 30, **Mona Word**, November 14, **Sandra Longmire** on December 29 and **Pat Sullivan** on December 31.

East Knox

Norma Lebow celebrates a birthday (November 25) this fall and her 18th anniversary working in the Clerk's office.

Sam Erexson has been on the job 14 years.

Gail Riggins celebrates a November birthday on the 4th.

We welcome **Quinton Jefferson** who started in July as our newest Motor Vehicle clerk. Quinton most recently worked at Title Max. He says traveling is his passion. **Autumn Cobble** has been with us a year, this November. Her birthday is December 6.



Beyond the call of duty
On Sept. 10, a customer's van broke down in the drive-thru lane. So Sherman Slay and Tim Wisner pushed it off to the side to help this customer and clear the way for others. Now *that's* customer service!

Cedar Bluff

Vicki Dilbeck has a birthday on December 10.

Meggie Reinhardt joined us in August. She's our new dealer clerk. Meggie enjoys watching NFL football and is a huge Steelers fan. **Randall Young** has been with us a year (this time). **Sherman Slay** also celebrates his first anniversary in November.

South Knox

Vickie Whitaker was out for awhile in September recovering from surgery. And she celebrates a birthday on December 10. **Crystal Rockholt** has been here a year in December and her birthday is October 15.

"Thank You" From Sharon Styles

I want to thank all of you in the clerk's office for your wonderful support and generosity after we lost Mark.

Your cards, food to the house, prayers and support have meant so much to me in the last few weeks.

But mostly I thank you for your friendship. I consider each and every one of you an important part of my work "family."



Spotlight On Farragut

By Kayla Boyles

We all know that Knoxville can have some stifling hot summers. At the Farragut office, we really felt the summer heat during the month of August when our air conditioner was inoperable for more than two weeks. We all hoped for a quick fix, but our hopes were just as quickly diminished when the air conditioner technician discovered the parts needed for the repair were "obsolete." Fans were brought in (thank you for those) and the blinds were closed to block out any additional sun and heat, but our office was still uncomfortably hot. If you have read the news, then you may know that the federal agency has claimed 2012 the hottest year on record for the continental United States. Our office could agree with this finding.

By working in the Knox County Clerk's Office, most clerks hear similar statements and questions from customers. Some of the more common are as follows: *I've never been in here when there wasn't a line. What's this \$30 return fee? Well, they said I could.* We can now add a new one to our list at the Farragut location. Not only did we experience the hot and stuffy office, but so did our customers. We found that many departing customers, who sat patiently with us through the heat, would call out over the loud humming of the fans with the caring remark, *You stay cool now.* Overall our office is glad that our air is now working properly, but the experience did make for an interesting couple of weeks at work.

Important Dates This Fall

October

31st—Halloween

November

4—DST ends (fall back)

12—Veteran's Day (Offices closed)

22—Thanksgiving (Offices closed 23, 24)

December

21—First Day winter

24—Christmas Eve (Offices closed)

25—Christmas Day (Offices closed)

Employee of the Quarter: Kayla Boyles

In a short period of time **Kayla Boyles** has managed to impress a lot of people—mostly her customers.

Kayla has only worked for the Clerk for 7 months—stationed at the South office and now at Farragut—but she has received many compliments for her level of customer service. And now

Kayla is the Employee of the Quarter for Fall, 2012.

Kayla has also taken the initiative to help train newcomers in her offices.

"I'm proud to work with such a strong team player", said Knox County Clerk Foster D. Arnett, Jr. "Kayla richly deserves this award."



Employee Training Day October 12

Knox County Clerk, Foster D. Arnett, Jr. has announced the all employee training day will be Friday, October 12 at Ijams Nature Center.

"I am excited to be able to bring everybody in the Clerk's Office together for

this day-long training session", Arnett said recently. "I look forward to passing along useful information and having a chance to continue building teamwork among our staff members."

He also promises a "mystery guest speaker" who is expected to help motivate everybody in the room.



Back Page

Caption Contest

Write a caption for the picture on the right. Winner(s) will be printed in the Winter quarter newsletter along with the back story.

E-mail entries to:

bruce.whiteaker

@knoxcounty.org

Here is a caption to get you started:

“Does this make me exempt from the wheel tax?”



Fired Up! Words That Motivate the Vols and Lady Vols



Edited by Dr. Michael McIntyre, PhD

“The measure of success is not whether you have a tough problem to deal with, but whether it’s the same problem you had last year.”

Author Unknown

“When things go wrong, don’t go with them.”

Elvis Presley

“Practice makes permanent, not perfect.”

Author unknown