

FOSTER D.
ARNETT, JR.

KNOX COUNTY
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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.

Inside this issue:

DL Supervisor is Employee of the Month

Bogus Bills Turn Up in Clerk's Office

EOM Nominees Are Stellar Examples of Customer Service

Key Dates in February

16—President's Day (offices closed)
25—Ash Wednesday

Key Dates in March

8—DST Begins
17—St. Patrick's Day
20—Spring begins

@ Work For the Clerk

Volume 1 Issue 5

February 13, 2009

Driver's License Supervisor is Employee of the Month

Customer service is alive and well in **Wanda Bailey's** office in Halls. Wanda is the supervisor over the Driver's License division for the Knox County Clerk. She was named Employee of the Month for February after a nomination from a customer, John H. Johnson. He writes: "(Wanda) has gone over and above to correct a CDL issue that she admitted started in her office. Customer service is something that I thought people had forgotten." Mr. Johnson's letter to the Clerk continues to heap praise on Wanda: "It takes a special person to admit a mistake, but it takes an extraordinary person to personally correct a wrong."

In awarding Wanda the EOM certificate for February, Knox County Clerk, Foster D. Arnett, Jr. said, "if outstanding customer service is going to be the hallmark of this administration, then Wanda's example is some-

thing every deputy clerk should follow. This is the kind of approach to our jobs that Knox County's taxpayers deserve every day, at every location."

About Wanda Bailey: she has worked for the Knox County Clerk's office for nearly 17 years. Her background as a Tennessee Department of Safety DL supervisor equipped her to do a similar job when she came to work for Knox County in 1992. Wanda is our expert when it comes to Tennessee Driver's License issues. If she doesn't have the answer right away, she knows just who to call in Nashville to find out what you need to know. Wanda received a gift card to Aubrey's restaurant for her selection as the Clerk's Employee of the Month for February.

(See inside article about other employees nominated for February Employee of the Month).



Wanda Bailey (center) accepts her certificate as February Employee of the Month from Knox County Clerk Foster D. Arnett, Jr. as Halls satellite office manager, Cindy Wyrick looks on.

Clerk's Employees Raise \$250 for Heart Association



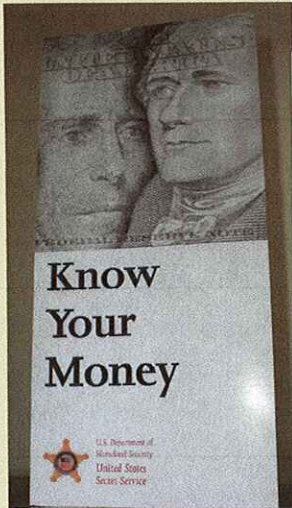
.Deputy Clerks in the Old Courthouse wear red for the American Heart Association



Kim Loy, Terry Miller and Angela Washington (Knox Center) wear red for the Heart Association.



Ladies in the Business Tax office (OCH) support the Heart Association on "Wear Red Day", February 6.



The Knoxville office of the Secret Service provided several dozen of these brochures to help deputy clerks detect counterfeit bills at the point of sale.

Counterfeit Money—Halls Has It!

Counterfeit \$20 and \$50 bills have turned up in the Halls satellite of the Knox County Clerk's Office. Driver's License supervisor, Wanda Bailey went to the First Tennessee Bank with the deposit one day in late January and the teller noted the bogus bill. The bank kept the \$20 to turn over to law enforcement officers and Wanda called downtown to tell one of the managers about the transaction. Nobody is sure where the bill was actually passed, since the bank deposit was a combination of daily fees

from four different locations.

The Knoxville office of the Secret Service donated several dozen brochures to help Deputy Clerk's spot bogus bills at the counter. While Chief Deputy Clerk, Bruce Whiteaker, was in the process of distributing the brochures, Halls Deputy Clerk Dee Dee Haynes received a \$50 counterfeit bill. "I thought the paper felt funny", Dee Dee explained. "And when I ran my special detection pen across the paper, the ink turned black." Haynes immediately took the bill to Wanda Bailey who also checked the bill

with her detection pen. Then they realized the bill had already been checked once before. The customer who paid for his driver's license renewal with the bad bill explained that he got it in a handful of change from a north Knox county convenience store. Knox County Sheriff's deputies confiscated the bogus \$50 and wrote a report. The customer made the transaction good with a credit card payment. Wanda Bailey said a bank teller reported two bogus \$100 bills turned up in a previous deposit from another business in Halls that same week.

**Call For
Nominees
Employee of
the Month
Submit names
to:
bruce.whiteaker
@knoxcounty.org**

EOM Nominees Get Praise from Public, Co-Workers

The Employee of the Month Committee members wanted to share some good news stories about the other people nominated this month. They are: **John Mann, Bill Bayne, Dee Dee Haynes and Jason McCarter.**

John Mann's nomination came from a citizen who was having trouble with a personalized plate. "Mr.

Mann took the initiative to resolve the issue rather than merely directing me to others..." John is one of our inventory clerks—with no real responsibilities in Motor Vehicle, but he saw a customer in need and helped him out.

Bill Bayne's nomination came from Janie Stanley who writes: "...he always goes above and beyond the

call of duty and treats people with such kindness." Bill has worked in the Notary division since 1991. Dee Dee Haynes was nominated by her boss, Cindy Wyrick for her initiative during a customer accident at the Halls satellite office. And Jason McCarter was nominated by fellow employee, Elaina Cash for outstanding customer service.

Pictured at right: Passport Supervisor, John Irwin welcomes 8 Deputy Clerks to passport training. Chris Howard, Passport Agent from New Orleans, came to Knoxville to teach the day-long course. Also pictured from left: Ed Smith, Kathy Daley (hidden) Jeremy Carter, Will Johnson, Misty Cloud, Candy Thomas, Candy Walker and Debbie Bishop.

Deputies Become Certified Passport Clerks

