

BOARDS AND COMMITTEES APPLICATION FORM

Thank you for your interest in volunteering for the City of Maricopa. With this application, please attach an up-to-date **resume** and **cover letter** about yourself. Please fill out the following form and return it to the City Clerk by one of the following means:

Email - Fax - Questions	By Mail	In Person
Email: vanessa.bueras@maricopa-az.gov Fax: 520-568-9120 Questions?: 520-316-6971	City Clerk City of Maricopa P.O. Box 610 Maricopa, AZ 85239	City Clerk City of Maricopa 44624 West Garvey Avenue Maricopa, AZ 85239

Contact Information

Name:	Veronica Gay	
Address:	42276 West Calle Street	
City, State, Zip:	Maricopa AZ 85138	
Email:	veronica.gay@Phoenix.gov	
Home Phone: 480 584 7879	Work Phone: —	Cell Phone: —

General Information

What Committee Are You Applying For?	Public Safety
Briefly Tell Us About Your Experience AND Education	my formal & informal Education reflects endurance, stability & completion of my process. My experience in this particular area is limited. However my experience in job as an employee understands mindset.
Briefly Tell Us Why You Want To Serve On This Committee	I've been resident of City of Maricopa for three this year. I am a homeowner, single mother of a ten year who skateboards to school daily, cross RR tracks. Public Safety is very important to my child & others. I want to clearly understand how public safety work goes wise.

BOARDS AND COMMITTEES APPLICATION FORM

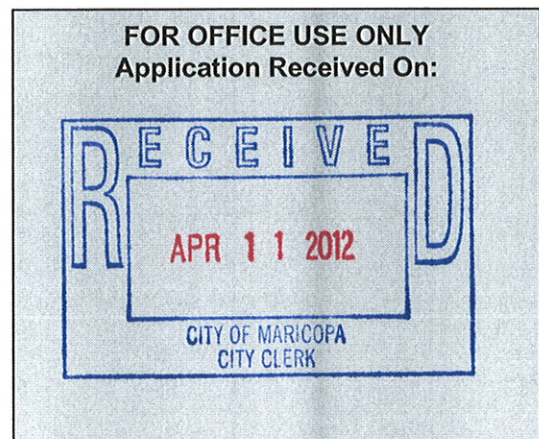
<p>When Are You Available For Meetings?</p>	<p>@ 7pm twice month / once weekly / open?</p>			
<p>Are You A Registered Voter?</p>	<p>Yes <input checked="" type="checkbox"/></p>	<p>No <input type="checkbox"/></p>	<p>Do You Live Within The City's Incorporated Limits?</p>	<p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p>
<p>Have You Served On Any Boards, Commissions, Committees, or Task Forces In the Past?</p> <p>If So, Please List.</p> <p>PLEASE NOTE THAT YOU CAN ONLY SERVE ON ONE BOARD OR COMMITTEE AT A TIME.</p>	<p>No. Professional Organizations Yes.</p> <p>I have completed City of Maricopa Leadership Academy Citizenship Academy December 2011</p>			

[Handwritten Signature]

Signature of Applicant:

[Handwritten Date]

Date:



Veronica M Gay
42276 West Calle Street
Maricopa Arizona 85138
(602) 665-8249

Dear City of Maricopa

I am writing this letter to express my interest in participating on the Board of Public Safety Personnel Retirement System Board. I have recently completed City of Maricopa Leadership Academy Program in December 2011. I have formal college (Bachelor of Science) degree, and a Mentoring Program that I graduated from in December 2009. This sound education has developed my professional skills as leader to serve on your Board. April 9, 2009 I received my Pre Supervisory Development Certificate with City of Phoenix which has also prepared me to understand the public sector mindset. Currently I am a Lead for two supervisors who assist in managing 22 frontline staff employees for City of Phoenix. My formal education and professional training, along with experience has prepared me to participate on the Public Safety Personnel Retirement System Board.

My career started with the City of Phoenix on November 4, 2004 with the Water Department as a trainee in the Call Center. During this time, I investigated inquiries regarding water accounts, worked quality reports, understanding legal documents and negotiating payment arrangements on delinquent accounts with external customers, which basic clerical skills were required. On a daily basis I worked with Credit Counselor's and Treasury Collections making sure arrangements were made according to company policy. This working relationship has carried over into my new job functions.

On June 20, 2005 I was promoted to the Claims/Adjustment team. This promotion brought more responsibility, such as, researching accounts, talking with customers, and complex decision making based on facts and understanding. I have provided a wide variety of duties to administration and technical work such as billing water accounts and conveying meeting times to upper management and answering their inquiries. In a previous job I worked in a law office and these duties required me to make thorough analyses, gathering pertinent client information, compiling information for two attorneys, running reports, and filing documents with various courts. These duties required organizational skills, coordinating meetings with clients

and attorneys, informing them of proper procedure to follow, managing case files, typing depositions, using organized thoughts, proper grammar and punctuation. This allowed me an opportunity to work closely with the attorneys/clients. Also, I analyzed client cases, using good judgment, comprehension skills, and modify specific case procedures to ensure efficiency and accuracy of all cases. Most importantly, working this close with two highly educated individuals required confidentiality both at work and their private lives. I scheduled and prepared meetings assuring everyone was present and on time. Currently, as a Lead for two supervisors my duties are but not limited to: knowledge of employee payroll, handling irate calls analyze and resolve difficult customer complaints, and using good judgment. My strengths are communicating effectively, coordinating processes, clerical skills, and comprehension of oral/written instructions, through lectures, writing material, and following through on projects. My weakness is being over committed on special projects where I become exhausted, but yet functional. I work well under pressure. I am well diverse, dress professionally, articulate, great sense of humor, and well-traveled. My life experiences have allowed me to think outside the box and accept people's differences. Through my life experiences, formal education, professional training and on the job experience, my skills reflect the servant you are seeking to serve on your board.

On June 15-19 2009, I chaired Diversity Week for the Water Department, which allowed me to utilize my team working skills, delegation skills, prioritizing, time management, coordination, effective communication and meeting deadlines. This was a success. During the Christmas holidays in 2008, I volunteered as a "Team Leader" for the Watkins Homeless Shelter, another role as a servant. As you can see, I enjoy using my people skills, informing individuals on procedures and directions to follow. In the past, I worked as a representative for an employee assistant counseling firm where I attended health fairs regularly for large corporations assisting with benefits/health inquires. This is another example of my experience with working with large groups of people.

My resume indicates my education and experience with people meet the requirements to participate as a volunteer. I am confident that I bring the right skills, experience, enthusiasm, smile, professionalism, and talent if given the opportunity. I thrive in fast pace & high pressured environments.

Sincerely,

Veronica Gay

Veronica M Gay
42276 West Calle Street
Maricopa Arizona 85138
(602) 665-8249

Veronica.gay@phoenix.gov

Education

Bachelor of Science – Central State University Edmond Oklahoma
City of Phoenix Mentoring Program – Graduate December 2009
Maricopa Citizen Leadership Academy – Graduate December 2011

EXPERIENCE

Utility Service Specialist-Lead
City of Phoenix Water Services Department
Phoenix Arizona
November 2004-Present

- Lead-two supervisors frontline staff 22 employees
- Employee Trainer 2009
- Take calls from irate customers
- Answer complex billing issues and customer inquiries
- Work on special projects
- Keep direct supervisor informed of personnel issues and customer complaints
- Have discussed with direct supervisor front line staff work performance
- Knowledge of employee payroll
- Make complex decisions daily to assist internal and external customers
- Train new, current and temp employees on day to day work load
- Initiates and terminate water service at customers request
- Accepts payments for water, sewer and trash services
- Interact with Credit Counselors and Treasury Collections staff daily
- Identify and correct meter reader errors daily; over and under reads
- Back bill residential and commercial accounts
- Answer telephones, transmit information to field area offices and supervisors
- Work closely with Water Distribution Offices
- Work cooperatively with internal and external customers
- Working knowledge and experience meter configurations, register and ERT changes
- Work well independently
- Appointed Special Teams/Projects

Teacher Assistant

Cross – Timbers Elementary

Edmond Oklahoma

October 2003 to November 2004

- Substitute Teacher for Youth Physical Education programs
- Assisted students with reading, writing, math, spelling
- Interfaced with parents on occasions with students' progress
- Worked With Physically, mentally challenged students
- Liberian

Entrepreneur

Mrs. Gay's Home-Daycare

Edmond Oklahoma

October 2002 to October 2003

- Provided professional care for school age children, toddlers, and infants
- Licensed by Department of Human Services Oklahoma City, Okla. upon completion of state guidelines
- Coordinated a designated an area for fire and tornado exits; monitored by The State of Oklahoma upon unscheduled visits

Customer Service Specialist

Utility Accounting Department

City of Edmond

Edmond Oklahoma

September 2001 to October 2002

- Reconciled all new and old accounts for on/off orders
- Organized/distributed final bills using a ledgers to keep track of refund checks
- Reconcile Claim refund reports and issued claim refund checks

ADDITIONAL SKILLS, VOLUNTEER EXPERIENCE, AND TRAINING

- City of Maricopa Citizen Leadership Academy – Graduate December 2011
- City of Phoenix Pre-Supervisory Certificate April 9, 2009
- Coordinator/Chaired Water Department Diversity Week 2009 for Call Center, Remittance, and Billing Sections
- New Employee Trainer – 2009
- Mentoring Program (City of Phoenix) NFBPA Professional Organization – Graduate December 2009
- Member of NFBPA Organization
- Former member of WIN (Women Innovator Networking)

- Watkins Homeless Shelter – Volunteer Service through COP 2008 – Team Leader of 12 Individuals
- Volunteer Lead – Celebrated City of Chandler New City Hall -2010 (Block Party Downtown Chandler)
- Entrepreneur for two small businesses; Mrs. Gay's Home Daycare and Centerpiece Furniture – Part-time
- Awarded twice for Salute Awards along with Smile Time; Special Project in 2005 and WIN Committee for Team Work and Professionalism in 2008
- Appointed Assistant Editor “Drop in the Bucket” Newsletter in 2005

Computer Skills and COP Water Department Computer Programs

Excel XP, Word XP, Lotus Notes, Kiva, Arizona County Assessor Website, Sierra, Arizona American Website, Customer Care Billing (CCB).