



FRANK WHITE, JR.
Jackson County Executive

EXECUTIVE ORDER No. 22-04

**TO: MEMBERS OF THE LEGISLATURE
CLERK OF THE LEGISLATURE**

**FROM: FRANK WHITE, JR.
JACKSON COUNTY EXECUTIVE**

DATE: JANUARY 14, 2022

RE: APPOINTMENT OF DIRECTOR OF RECORDER OF DEEDS

RECEIVED


JAN 14 2022

MARY JO SPINO
COUNTY CLERK

*1/14/22
2:10 pm*

I hereby appoint Diana Smith as Director of Recorder of Deeds, effective January 17, 2022. A copy of Ms. Smith's resume is attached.

Executive Order No. 20-17, which had previously appointed an interim department director, is rescinded. Anissia Manuleleua remains with the department as Operations Coordinator.



Frank White, Jr., County Executive

Dated: _____

1/14/22



QUALIFICATION SUMMARY

- * Enthusiastic, motivated and results-oriented leader
- * Notable communication, writing and analytical skills
- * Superior organizational and multi-tasking skills

EDUCATION

Master of Business Administration, Webster University
Master of Arts, Management, Webster University
B.A., Major: Mass-Media, Minor: Speech Communication, Washburn University

PROFESSIONAL TRAINING COMPLETED

Human Resources Management Academy Certificate Program - Completed 12/04/2012

- * Managing in a Union Environment-08/02/2012
- * Human Resource Policy & Law-11/06/2012
- * Coaching & Counseling 11/20/2012
- * Recruitment Selection 12/04/2012
- * Ethics as Culture-10/30/2012
- * Performance Management 11/13/2012
- * Administering Corrective Action 11/27/2012

Advanced Human Resources Management Academy Certificate Program – Completed 04/26/2013

- * Introduction to Communication Skills for Supervisors 02/05/2013
- * The Role of Motivation & Recognition in Employee Performance 02/12/2013
- * Next Level Leadership: Boosting Collaboration, Engagement and Performance (IMS) 02/13/2013
- * Coaching for Improved Performance 02/19/2013
- * Coaching in the Moment: Bringing Out the Best in Others (IMS) 03/14/2013
- * Building Effective Teams 04/02/2013
- * Addressing Negative Attitudes in the Work Place 04/25/2013
- * Managing Conflict in the Work Place (MARC) 04/26/2013

Train the Trainer Certificate Program – Completed 07/24/2013

- * Intro to Training Adults 03/06/2013
- * Maximizing Learning and Retention 05/15/2013
- * Design Workshop: Creating Learner-Focused Training Designs 07/16/2013
- * Multimedia Magic – Creating High Impact Media for Training and Presentations 07/24/2013
- * Point, Click and Wow! – Utilizing Power Point for Trainings and Presentations 07/24/2013
- * Conducting Training Activities 05/08/2013
- * Engaging Participants 05/29/2013

Community Outreach Partners for Empowerment (C.O.P.E.) – Board Member 2017 - Present

Labor Management Council of Greater Kansas City – Leadership Program 2016-2017

Kansas City Credit Union – Board Member 2015- Present

The Facilitator Certificate Program (MARC)-Completed 03/07/2014

Urban S.U.C.C.E.S.S. Inc. – Board Member 2012 - Present

TECHNICAL SKILLS

- * Microsoft Word
- * Microsoft Excel
- * Microsoft Power Point
- * Microsoft Publisher
- * Microsoft Outlook
- * REJIS-CourtWeb
- * Zoom Call Recording
- * Internet Research
- * FMS
- * Adobe Page Maker
- * PeopleSoft CRM Administrator
- * Type 60 WPM
- * SharePoint
- * Cisco Call Center System

PROFESSIONAL EXPERIENCE

Jackson County Missouri

02/06/2017 - Present

Deputy Director of Collections

(02/6/2017 – Present)

- * Manage 30 employees throughout 5 divisions: Taxpayer Assistance, Delinquent Land Tax, Systems Administration, Cash Receipts and Bankruptcy.
- * Assist the Director of Collections in the collection of all current and delinquent taxes by all legal means available for all taxing agencies in the County.
- * Communicate with County Legislature regarding distribution, collection and refund processes.
- * Testify in confirmation hearings on behalf of Jackson County.
- * Assist the Director in maintaining and controlling all official financial records.
- * Responsible for planning and coordinating annual recurring functions of the department such as accurately recording and maintaining personal property records, maintaining accurate land and business personal property tax records, billing and collection of taxes, preparing for and carrying out the delinquent land tax sale, delinquent business tax suits and coordinating information for the Board of Equalization.
- * Review and approve installment contracts.
- * Review and approve property valuation protest appeals and refunds.
- * Review and approve payroll.
- * Process daily allocations for distribution to applicable taxing districts.
- * Assign special projects such as strategic planning, coordinating training and implementing major purchases for the department.

City of Kansas City, Missouri

06/04/2012-02/03/2017

Administrative Manager – Water Services (Job Classification: Administrative Officer)

(04/18/2016-02/03/2017)

- * Supervised 3 Senior Administrative Assistants, 6 Administrative Assistants, 3 Payroll Specialist and 2 Senior Research Analyst.
- * Oversaw the operations and administration personnel of Wastewater, Storm-water and Pipeline divisions; and recommended improvements in such areas as purchasing, accounting, budget development and administration.
- * Studied management methods and identified areas of improvement, made recommendations for improvements needed and implemented improvements for the effectiveness and efficiency of workflow and reporting through the mapping process.
- * Identified administrative needs and developed appropriate solutions or recommendations.
- * Studied methods of improving work measurements or performance standards and made recommendations in coordination with Data Analyst.
- * Coordinated collection and preparation of operating reports such as; time keeping and attendance records, terminations, new hires, transfers, budget expenditures and statistical records of performance data.
- * Reviewed and analyzed budget reports, prepared and developed budget modifications and recommendations.
- * Interpreted and applied laws, rules and regulations applicable to the organization issues and interpreted operating policies, reviews and answered correspondence.
- * Conducted research and analytical studies and prepared reports as needed such as cost/benefit analyses and evaluations of programs, staffing, and equipment utilization.
- * Designed, implemented and monitored the management of data storage and retrieval system.

Call Center Manager – 3-1-1 Call Center
(Job Classification: Administrative Officer)

(06/04/2012-04/15/2016)

- * Lead 2 Supervisors, 2 Administrative Assistants and 27 Specialists.
- * Managed union and non union employees.
- * Streamlined and implemented the department's Standard Operating Procedures.
- * Served as first point of contact for media inquiries and interviews.
- * Produced and administered monthly developments, disciplinary actions and annual reviews.
- * Coached and trained through professional development activities, teambuilding and tracking of employee satisfaction levels.
- * Facilitated and participated in grievance hearings.
- * Produced and implemented a call quality monitoring program to ensure a positive resident experience and accuracy of work.
- * Responsible for the leadership and guidance of the call center staff and the overall efficiency of the center as a whole.
- * Analyzed processes and procedures with multiple cross functional departments for a seamless resolution of all city services to the residents.
- * Met and/or exceeded customer service standards and call center performance goals.
- * Managed the day-to-day operations of the call center and actively engage in the development, implementation and support of strategic planning of all call center operations.
- * Forecasted and scheduled work force to optimize customer response time.
- * Recommend improved use of technology in the call center as well as new developments and best practices in network communication.
- * Conducted statistical reporting and analysis of call center performance.
- * Complied with processes and procedures and make recommendations for improvements.
- * Resolved complex customer service issues.

Mazuma Credit Union., Kansas City, Missouri

04/2006-05/25/2012

Business Resources Coordinator (w/asset management responsibility) (04/03/09-05/25/2012)
(Promotion)

- * Managed business portfolio of troubled assets/properties of both residential and commercial properties.
- * Coordinated with legal counsel during foreclosure process.
- * Disbursed payments for utilities, legal fees and property improvement invoices.
- * Coordinated with public housing authorities for timely payments of rental property rents.
- * Communicated with tenants and property managers to cultivate a positive relationship.
- * Negotiated service contracts, oversaw capital improvements, monitored preventative maintenance and reviewed all documents for accuracy according to the federal government and NCUA agency.
- * Reviewed and approved bids and scope of work from contractors before disbursements.
- * Oversaw the contracts and funding of federal government (SBA) loans and compliance.
- * Testified in court on behalf of Mazuma Credit Union related to business loans and products.
- * Resolved city ordinance violations.

Business Resources Coordinator

(04/03/06-05/25/2012)

- * Assisted the Vice-President in spear heading the first Business Services Department.
- * Set the Customer Service standard of Excellence and analyzed customer's feedback.
- * Served as the subject matter expert to market programs and resolve customer's concerns.
- * Very active in the South Kansas City Chamber of Commerce and other diverse chambers in the greater Kansas City Area.
- * Member of the Mid-America Minority Development Council.
- * Participated in audits and examinations with the SBA, NCUA and state examiners.
- * 2006-2012: Overall progressively managed the administration of a total loan portfolio of over 85 million dollars.
- * Trained credit union on the understanding of how businesses form and the legal requirements for each business entity.
- * Trained business members on marketing, financial statements and business writing.
- * Worked with vendors and legal counsel to ensure all business forms and documents complied with applicable laws and regulations.
- * Prepared, maintained and processed reports from SBA, HMDA and departmental reports.
- * Conducted quality review of business loan files and set-up for auditing purposes.
- * Closed and disbursed business loans.
- * Business-to-business calls to collect and post business loan accounts receivable.
- * Processed disbursements on construction loans and lines of credit.
- * Escrow reconciling and processed accounts payable of insurance and real estate tax payments.
- * Posted accounting transactions after sell or charge-off of foreclosed properties.
- * Month end accounting GL reconciling and posting.
- * Opened business accounts, posted checks and cash deposits, assisted members with reconciling accounts, wires, account research and disputes.

DaimlerChrysler Financial Services., Overland Park, Kansas

01/2000-03/2006

Quality Manager (*Promotion*)

(03/14/05-03/31/2006)

- * Reviewed and scored calls based on a quality call guide and reinforced the appropriate use of critical and supporting behaviors through coaching to customer service representatives (46), supervisors (7) and managers (5) in group and individual settings.
- * Trained new hires on the navigation of the financial systems and provided individualized coaching on critical and supporting behaviors during their initial calls to customers.

General Account Changes, Tax Abatement, & Accounts Payable Supervisor (05/03/04-03/11/05)
(*Promotion*)

- * Directly supervised 10 representatives.
- * Reviewed all credit applications for refinance and transfer of equity approval.
- * Oversaw the processing of extensions, due date changes and correction of misapplied payments.
- * Ensured that all procedures were being processed according to ISO Certification.
- * Oversaw all aspects of personnel and operation functions within the department.
- * Delegated daily responsibilities and follow up to make sure duties were carried out throughout nine zones.

- * Prepared frequent analysis report for executive level management on departmental strengths and areas of weakness needing attention.
- * Counseled with all account representatives on monthly and yearly behavioral and goal review results.
- * Managed the process of all plate cancellations for leased vehicles to ensure the company is not billed for excess taxes.
- * Communicated with home office personnel on vehicles that are eligible and those that did not qualify for a refund of abatement.
- * Ensured processors record expenditure information into the SSAP accounts payable system, creating compact journals and all subsequent filing of documentation.

Dealer Hotline, Remarketing, & Bankruptcy Supervisor (Promotion) (08/11/03-04/30/04)

- * Directly supervised an additional 13 representatives.
- * Oversaw customer service between DaimlerChrysler Services and its dealer body to ensure a seamless system of resolution.
- * Acted as the liaison between the business centers and profit centers to ensure an excellent relationship between the two entities.
- * Monitored representative's phone calls through the E-Talk system to ensure the best service was being delivered to the dealer body.
- * Maintained an average service level for the year of 97%.
- * Reviewed and decision all dealer requests for Substitution of Collateral agreements.
- * Trained remarketing personnel in retrieving and processing all matured lease vehicles and remarketing them to our external and internal customers.
- * Managed the process of assigning vehicles to area auction houses and followed up to assure timely sale of vehicles.
- * Encouraged and assisted staff in developing their personal and professional goals.

Bankruptcy Supervisor (Promotion) (04/06/02-04/30/04)

- * Directly supervised 6 bankruptcy representatives to ensure the orderly liquidation of bankruptcy accounts.
- * Spearheaded the first Bankruptcy Department for DaimlerChrysler Financial Services in the Overland Park office.
- * Directed bankruptcy counsel in decision making in accordance to business policies, procedures and practices on all settlements.
- * Instructed bankruptcy counsel to properly service bankruptcy accounts to minimize loss exposure and to ensure all matters are conducted in a courteous and professional manner.
- * Monitored Equifax, Pacer and work queues to ensure proper handling of accounts throughout nine zones.
- * Testified in court on behalf of DaimlerChrysler Financial Services regarding bankruptcy accounts.

Customer Service Representative (01/03/2000-04/05/02)

- * Utilized problem solving techniques and excellent communication skills with customers experiencing a financial hardship.
- * Maintained and excelled beyond center cure goals in all levels of collections.