



MICHAEL D. SANDERS

Jackson County Executive

EXECUTIVE ORDER NO. 12-15

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

**FROM: MICHAEL D. SANDERS
JACKSON COUNTY EXECUTIVE**

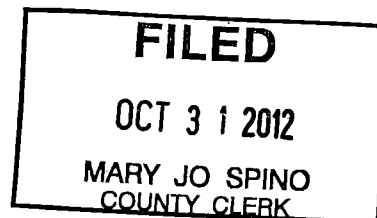
DATE: OCTOBER 31, 2012

RE: APPOINTMENT TO THE HOUSING RESOURCES COMMISSION

I hereby appoint Patricia S. Turner to the Housing Resources Commission, to fill the vacancy occasioned by the expiration of the term of Yahna Gibson, for a term to expire October 31, 2015. A copy of Ms. Turner's resume is attached.

Michael D. Sanders, County Executive

Date: 10/31/2012



Patricia S. Turner
311 NW Chateau Dr.
Blue Springs, MO 64014
Home (816) 461-6551 · Cell (816) 678-5761
pturner@trumanheritagehabitat.org

Objective

Seeking an Executive Director position in a non-profit environment where I can utilize my diverse experience, management skills and core competencies, to make a direct impact on the community via the organization's mission.

Expertise:

- Strategic Planning
- Organizational change strategies
- Extensive mortgage loan/underwriting experience including HUD
- Impact and influence skills with high net worth clients
- Strong verbal and written communication skills
- Staff training and development
- Ability to multi-task on several projects simultaneously
- Problem Resolution/Critical Thinking
- Building relationships with other business /community partners
- Implementation of prudent business practices to manage budget goals
- Grant writing and administration of grants

EXPERIENCE

Truman Heritage Habitat for Humanity, Independence, MO
Executive Director

March 2010-
Current

Responsible for carrying out the mission of Habitat to eliminate poverty housing in Eastern Jackson County. This includes overseeing the daily operations, enhancing community relations, supervising staff, board development, strategic planning, fundraising, grant writing, managing an annual budget of \$4.0 million, administering government grants and directing the government relations program.

- Oversee/administer a \$2.325MM NSP grant with the City of Independence
- Work closely with Board members to ensure affiliate's operations align with strategic goals
- Engage construction manager and other staff by communicating how their performance impacts overall building projects
- Ensure all reporting for HFHI is done by due dates
- Work closely with committees to support overall affiliate's goals/mission
- Network with civic groups to advocate Habitat's mission
- Engage business community to enhance financial contribution/support to affiliate
- Create and implement processes/best practices to ensure success in daily operations of affiliate
- Oversee and manage all grant opportunities to increase funding sources
- Establish and manage multiple projects simultaneously to meet deadline (20 new construction projects with grant funds over two year period)
- Work closely/collaborate with City officials to identify additional funding opportunities that align with community initiatives
- Responsible for managing a 2 million dollar mortgage portfolio
- Responsible for acquisition of two new buildings to house Habitat ReStore and future office spaces
- Establish first Habitat ReStore in Eastern Jackson County

Commerce Trust Company, Kansas City, MO
Private Banking Relationship Manager, VP

March 2006 –
Feb. 2010

Develop and manage a portfolio of high net worth client relationships being extremely service-oriented and possessing the ability to advise and consult with the client. Collaborate with internal business partners and external centers of influence to attain new client relationships.

- Develop new business relationships through active and creative local market networking both directly with the affluent, high net worth segment and key centers of influence.
- Interact and coordinate activities with counterparts within the bank positioned to provide exceptional product offerings and client support.
- Bring knowledge of investment alternatives, loan alternatives, various tax implications, credit evaluation and bank products together to create value for both clients and the bank.
- Provide prompt, accurate, and courteous responses to preferred banking clients' inquiries.
- Work effectively with team members to maximize customer service and to resolve client needs.
- Ask/consult to understand clients full banking needs, interact with other banking departments to ensure complete banking needs are met.
- Conduct group presentations to executives to introduce private banking services.

UMB Bank, Kansas City, MO
District Sales Manager, VP

July 2002 –
February 2006

Oversee the sales/service functions and overall management of nine banking centers/managers and indirect staff of 110. Responsible for implementing the strategic direction of the bank with a focus on building a sales culture. Align sales and service direction with the Retail Strategy to increase growth and profitability.

- Assist managers in the development and execution of sales/service plans that meet the needs of their market base
- Support the sales campaigns of the company within the district and the region
- Recognize and reward district associates for sales/service performance
- Responsible for hiring associates with attitude/skills that align with strategic direction
- Create a cohesive, results oriented team of associates using coaching and motivational techniques
- Originate and conduct quarterly sales rally for district associates
- Conduct performance appraisals for banking center managers
- Increase district referrals to consistently rank #1 in company
- Currently contribute to 40% of KC Region loan totals
- Developed and executed growth plan which reversed negative customer growth into current #1 ranking in positive growth
- Developed coaching strategy to execute service plan resulting in #1 Mystery Shop score
- Ranked #1 District Manager in Company 3 out of 4 contest periods

Bank of America (formerly k/as Boatmen's), Kansas City, MO
Part-time Consumer Banker/Floater

Sep 1995 –
June 2002

Responsible for sales of financial products and services to individual and business

customers. Establish, retain and deepen relationships with banking center customers to achieve sales goals and provide quality customer service.

- Responsible for opening deposit accounts (DDA, SAV, IRA and CD)
- Initiate and close consumer loan applications including Home Equity and First Mortgage loans
- Coach and mentor new managers and consumer bankers
- Identify and refer investment cross-sell opportunities to brokerage department
- Engage in weekly relationship building calls to customers
- Assisted in mentoring new associates in sales culture.

Sterling National Bank, Independence, MO
Retail Division Manager, VP

May 1993 –
January 1995

Responsible for converting an “order-taking” culture into a sales/service culture. Managed the administration and coordination of operation functions of 3 banking centers. Directed and coordinated the marketing and sales and service functions of these banking centers. Provided advice and guidance to banking center managers to create a sales environment in banking centers. In charge of monitoring and evaluating all CRA activities completed by banking centers.

- Designed and implemented a sales/service program to align with the bank’s strategic plan
- Contributed to development of the bank’s strategic plan for the retail division utilizing SWOT analysis
- Conducted product knowledge and sales training sessions for retail staff
- Reviewed and re-evaluated objectives, policies and procedures for banking centers
- Monitored, evaluated and reported effectiveness of sales/service program to the Board of Directors
- Facilitated training to enable consumer bankers to initiate and close consumer loan applications
- Utilized sales and service reports to evaluate effectiveness of sales program
- Managed the credit card division to ensure low risk portfolio
- Directed and approved marketing campaigns by vendors
- Increased cross-sell ratio from 1.25 to 3.5
- Increased credit protection sales on consumer loans from 10% to 50%
- Developed strategies to reach loan and deposit growth goals for the region
- Implemented “consultative selling” approach to expand customer relationships

June 1989 –
May 1993

Boatmen’s Bank (formerly k/as Bank IV), Leawood, KS
Banking Center Manager, AVP

Accountable for managing the banking center and providing high quality leadership to ensure the banking center’s goals and standards were achieved. Ensured policies and procedures were in compliance according to bank’s guidelines. Responsible for developing associates, expanding customer relationships, achieving sales goals and exceeding customer service expectations in order to increase banking center profitability.

- Implemented and promoted sales culture by ensuring staff received proper training to demonstrate abilities to sell and cross-sell to attain individual sales goals
- Engaged in weekly “warm coaching” of consumer bankers
- Developed contests and games to increase product knowledge
- Assisted in individual coaching/role-playing sessions to increase cross-sell/product knowledge
- Led banking center to consistently place in “Top 5” in achieving sales goals set by region
- Increased customer relationship from 1.2 to 3.0
- Created recognition and rewards program to motivate staff

June 1983 –
June 1989

Boatmen's Bank (formerly k/as Centerre Bank), Kansas City, MO
Consumer Banking / Installment Loan Officer

Responsible for generating new business by approving and closing consumer loans, while ensuring compliance with all lending regulations. Accountable for increase in deposit growth for consumer and business customers by soliciting existing and potential customers.

- Engaged in prudent loan decisions to grow a 5M loan portfolio of consumer and small commercial loans
- Actively solicited "Private Bank" customers through telemarketing and outside sales calls
- Consistently achieved and exceeded monthly sales goals for deposit (250K) and loan growth (100K)
- Targeted business customers to expand and deepen customer relationship by adding products/services to customers' portfolio
- Generated 10 weekly sales/service calls to newly acquired customers expanding relationships and providing quality customer service
- Obtained and completed brokerage applications for stock purchase/sale
- Reviewed trusts, power of attorneys, letters of testamentary and other legal documents for compliance with bank guidelines

References

Available on request

Organizations

Executive Committee Member, *Truman Heritage Habitat for Humanity*
Leadership Blue Springs, *graduate*
Chamber of Commerce, *Blue Springs/Raytown/Independence/Lees Summit/Leawood*
Rotary International, *Raytown/Leawood/Independence*
Board Member- *Centerpoint Hospital*
Board Member- *12 Blocks West*
Board President- *Jackson County Inter-Agency Council*

EDUCATION

May 1989

University of Missouri at Kansas City, Kansas City, MO
Bachelor of Liberal Arts

December 2002

Baker University Overland Park, KS
Masters of Science in Management

September
2009

Fund Raising Certification for Small Non-Profits, The Center of Philanthropy at Indiana University

August
2012

Harvard Business School, Cambridge, Mass.
Certification in Strategic Perspectives in Non-Profit Management for Executives

2009 to
Current

Adjunct Faculty (Business Management) Baker School of Professional and Graduate Studies