

# Finance Service Awards



Back row, from left: Jose Angeles; Robert Lee; Director of Finance Antoinette Christovale; Timothy Rhyne; Carl Sampson; and Terry Manocchio. Front: Bessabuena Dela Cruz; Ruben Munoz; Tracy Evans; Charmaine Martin; Thuy Nguyen; and Assistant Director Pamela Mooney.

## ■ Finance hands out Outstanding Service Awards for 2007, the fifth annual event.

Story by Nancy Miller, Sr. Management Analyst I, Finance; Photos by Rosalind Barden, Tax Compliance Officer II, Office of Finance

FINANCE — On June 27, the Office of Finance celebrated the top 1.7 percent of its workforce at the department's fifth annual Outstanding Service Awards held at the New Otani Hotel. Antoinette Christovale, Director of Finance, presented awards to six employees for their exceptional performance and dedication to the job. "It gives me great pleasure to recognize some of our most dedicated, talented and innovative staff that have contributed to the Office of Finance and to the City of Los Angeles."

The Director, Antoinette Christovale, and Assistant Director, Pamela Mooney, closed the proceedings by praising all honorees for their exceptional professionalism and contributions to the Office. They also took the opportunity to thank all Office of Finance staff for their service and dedication throughout the year.

Office of Finance was created in 2000 as a result of Charter reform efforts, and collects more than \$2 billion in revenue annually from various sources including taxes, licenses, fees and permits. This revenue pays for essential municipal services, including Police and Fire, to City residents and businesses.

## The following six honorees were recognized for their service during fiscal year 2006-07 at levels above and beyond the normal duties of their jobs:

### TIMOTHY RHYNE

Personnel Analyst II,  
Administration Division

Tim was recognized for his dedication to duty and ability to quickly address very difficult personnel-related problems and situations. Tim began his City service in 2003 as a Management Assistant/Tax Compliance Officer with the Office of Finance, and was promoted to Personnel Analyst II in 2005. Last year, Tim was the sole staff support for the Personnel Director due to the longterm absence of Tim's colleague, and often Tim was the only human resource professional available in the Department in the absence of his supervisor. Consequently, tremendous demands were placed on Tim's time and knowledge, and Tim assumed the increased workload with little time for training or preparation. He learned and adapted quickly, and generated quality completed staff work in short periods of time, while still maintaining the day-to-day duties of the office. Tim conducted several very difficult investigations of alleged improprieties and handled these investigations with candor, attention to detail and sensitivity. Tim not only accepted the challenges asked of him during the past year, but he excelled in his endeavors.

### WANDA COLEMAN

Tax Compliance Officer III,  
Revenue Management Division

Wanda was recognized for her exceptional service to the public, her outstanding accomplishments and her leadership abilities. Wanda began her City career in 1981 as a Clerk Typist, and has worked for the Police Department and Public Works, and in 1989 she began working as a Principal Clerk for the Office of Finance via the City Clerk's Office. As a Tax Compliance Officer III, Wanda currently supervises the Central Enforcement District, the Central Field Enforcement Unit, the City Hall Public Counter, and the Harbor satellite offices at Westchester, Watts and San Pedro. Under Wanda's supervision, the 2007 Small Business Tax Assistance Pilot Program was a complete success in customer service, assisting more than 200 taxpayers with the Business Tax renewals on a one-on-one appointment basis. Historically, the Public Counter at City Hall is infamous for a long line extending down and around the outside of City Hall during this time of year. For the 2007 renewals, however, this line failed to develop—an unprecedented event that was due entirely to Wanda's planning, organization and supervision. It is because of her dedication to her work, to her staff and to the public that Wanda is being recognized for her outstanding service.

### CHARMAINE MARTIN

Principal Clerk,  
Revenue Management Division

Charmaine was recognized for her dedication to duty, her outstanding accomplishments and her exceptional leadership. Charmaine began her City career in 1989 as a Clerk Typist. Over the years, she has worked for Public Works Street Services, the Office of the Treasurer, and began working with Finance in 2004 as a Principal Clerk. Due to the Office's inability to fill critical vacancies during the past year, Charmaine volunteered for and excelled in multiple supervisory job assignments. For much of the year she concurrently supervised the Office's Exemptions Unit and the Special Desk Unit, then was reassigned to the Call Center. Where two Principal Clerks normally supervise the Call Center, Charmaine singlehandedly supervised the 20 clerical employees assigned to the Center, as she does to this day. It should be noted that under Charmaine's supervision, the Call Center's fiscal year 2006-07 workload increased by 35 percent for the number of calls offered, and by 41 percent for the number of calls answered. This outstanding accomplishment for the Call Center is a direct tribute to the leadership of Charmaine Martin.

### BESSABUENA DELA CRUZ

Tax Auditor II,  
Tax and Permit Division

Bessabuena was recognized for her outstanding contributions and accomplishments during the year. Bessabuena began her City service in 1999 as a Tax Auditor with the Office of Finance. She has performed exceptionally in her assignment as Sales Tax Coordinator, developing database programs and various reports used by management in achieving production goals and in generating additional revenue for the City. One of the databases she developed monitors and tracks sales and use tax misallocations and other payment information, while another database measures the efficiency of Field Audit Unit staff. As part of the implementation of the Use Tax Enhancement Rebate Program, Bessabuena took a major role in preparing the sales and use tax procedures for the NOKIA Theatre and Hotel Project. Bessabuena also took part in conducting presentations for qualified general contractors and subcontractors on obtaining job-site sub-permits that resulted in the generation of more use tax revenue for the City of Los Angeles.

### TERRANCE MANOCCHIO

Chief Tax Compliance Officer II,  
Tax and Permit Division

Terry was recognized for his exemplary leadership and for 36 years of dedicated service and contributions to the City of Los Angeles and to the public. This past year, Terry lead an active role in helping the City oppose legislation affecting the City's Telephone Utility Users Tax, and in implementing recent tax reforms. Terry was influential in creating new efficiencies throughout the Tax and Permit Division, one being the creation of a sophisticated audit-tracking tool that allows supervisors to easily monitor and increase the revenue generating production of their newly hired Tax Auditors. Throughout his City career, Terry has dedicated himself to providing the public with the highest levels of customer service. He implemented the successful Small Business Assistance Program that provides assistance to taxpayers in filing their annual business tax returns. Also, in addition to the Wilshire office, Terry opened a second field office in Van Nuys to enable constituents to meet with Tax Auditors. Providing taxpayers with another site to interact with the City demonstrates Terry's commitment to understanding citizens' needs and providing the best possible service to the public.

### THUY NGUYEN

Sr. Systems Analyst I,  
LATAX Division

Thuy was recognized for her outstanding accomplishments and insightful recommendations that earned her the designation as the Office of Finance Employee of the Year for 2007. Thuy began her City career in 1988 as a Clerk Typist, and has worked for LAPD, City Clerk, Public Works Engineering, DWP and Building and Safety. In 2004, Thuy began working with Finance as a Sr. Systems Analyst, and is currently the only individual providing system support to the Office's Field Enforcement Tax Discovery personnel. In this capacity, Thuy recommended that the two systems that had supported Tax Discovery operations be replaced by one system that would provide greater flexibility and an improved data matching process for importing information from a wide variety of external data sources. Thuy developed, designed and implemented the new Tax Discovery System, and then converted the data from the two previous systems to the new one. The result of her innovations, skill and effort has been the collection of more than \$1 million for each of the 21 field staff employees over the past year.