

FINANCE

2009 Outstanding Service Awards

Finance hands out its seventh annual Outstanding Service Awards.

July 16, the Office of Finance celebrated the top 1.2 percent of its workforce at the department's seventh annual Outstanding Service Awards, held at the Kyoto Grand Hotel and Gardens. Antoinette Christovale, Director of Finance, presented awards to five employees for their exceptional performance and dedication to the job, saying, "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."

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 to City residents and businesses.

The Club thanks Andrea Angeles for assisting us in the production of this article.



2009 Outstanding Service Award honorees and their supervisors.

The following five honorees were recognized for their service during fiscal year 2008 – 2009 at levels above and beyond the normal duties of their jobs:

Tax Compliance Officer II,
Administration Division

VICTOR SALAZA

Victor was recognized for his dedication to duty.



Victor began working at the Office of Finance in January 2003 as a Management Assistant and then became a Tax Compliance Officer I (TCO I) in July 2003 and a TCO II since 2004. Some of his assignments at Finance over the years have been in Field Enforcement and the Call Center, and he has worked with Accounts Receivable, Penalty Waiver and Refunds Units. Last year, Victor received a new assignment, providing tax code expertise to the Call Center and Special Desks units. He brought a solid technical-based knowledge to the section and as an added bonus, is very computer savvy.

Victor is a key player in making things happen and has been instrumental in coordinating several vital efforts to improve the Office's operations, including the implementation of the very successful Call Pilot software installation, allowing the section to download voicemail messages to wav files attached to emails – a much improved method to receive and assign workload to staff. Victor is a great asset to the Customer/Operations Support section. He continuously seeks out ways to improve operations. His upbeat attitude and positive outlook consistently support the Office's goal of providing excellent customer service. Victor's team effort and proactive stance is a model for those working with him – he is always willing to accept new challenges and is a pleasure to work with as the Office tackles its wide range of daily tasks.

Customer Service Specialist,
Tax and Permit Division

S. JEAMETTA GATES

Jeametta was recognized for her exceptional service to the public.



Jeametta began her City career in 1974, leaving for a period in 1986 and returning in 1998. She started with the Office of Finance in 2000 as a Senior Clerk Typist with Tax and Permit and became a Customer Service Specialist in

September 2008. Aside from Finance, Jeametta has worked for the LAPD, Transportation, IIA and Personnel. Jeametta, as a Customer Service Specialist, has the unique assignment of reporting to three satellite offices each week. She is assigned to San Pedro on Monday, Wednesday, and Friday; to Westchester each Tuesday and Thursday morning; and, finally, Watts on every Tuesday and Thursday afternoon. She is a trusted employee and exhibits a high degree of independence and professionalism in serving each of these offices with minimal supervision. During the "Notice of Hearing" period, she was commended for making sure all offices were opened on time, as well as ensuring that the offices were sufficiently staffed. Jeametta plays a key role in the preparation of batches and deposits for each of her three offices. Her actions result in prompt batch/deposit completion and timely *Garda* pick-up.

Jeametta is assertive and proactive in making decisions independently, while keeping her supervisor informed on important issues involving the three offices. She does all this while maintaining excellent customer service skills and friendly taxpayer contacts. The Harbor District relies on Jeametta's knowledge and expertise, and she is held in the highest regard. Jeametta demonstrates a strong work ethic, consistently performing at a high level to complete assignments in a timely manner to ensure the satellite offices are current in their responsibilities and projects. Jeametta is truly an asset to the Office of Finance through her work product and by virtue of the positive example that she sets for other Office of Finance employees.

Tax Auditor II,
Tax and Permit Division

EVELYN SAW

Evelyn was recognized for her outstanding dedication to her work.



Evelyn began her City service in 2003 as an Auditor with Transportation. She was promoted to and has been with Finance since 2005 as a Tax Auditor. Evelyn performs exceptionally well in all areas of her duties. She consistently demonstrates reliability and diligence in producing high quality and a large quantity of audits with high recovery amounts. Her work always exceeds what is expected of her with very minimal supervision.

Because of her expertise, Evelyn is always

relied upon to do complex audits and out-of-state audits. Her list of complex audits of hospitals, online and telecommunications companies, lawyers, construction companies, hotels, newspaper publishing companies, major retail stores and investment companies involved difficult audit issues with minimal hearings and revisions resulting in recoveries of \$3.7 million for the current fiscal year.

In addition to her outstanding production, Evelyn has an excellent attitude and displays professionalism in working with taxpayers and their representatives. Evelyn is an excellent example of an ideal leader who consistently displays hard work and instills a positive work ethic in the workplace.

Systems Analyst II,
LATAX Systems Division

MICHAEL GOMEZ

Michael was recognized for his dedication to duty.



Michael began his City career in 2002 with the CDD. He began working with Finance in 2007. Michael is always helpful to staff above and beyond his assigned duties; he's self-motivated and solves many of the behind-the-scenes technology problems before they become problems for staff at Office of Finance. Due to the staffing shortages over the past year, Michael has been asked to do many different things and assume many responsibilities above what is normally expected of a Systems Analyst.

Michael has been the primary lead for the Office of Finance in the development and implementation of the "Documentum" imaging system, including working with the contract staff in the development of the system and with records management staff in the process of importing and scanning all of the documents tracked by the new system. This included learning "Documentum" and all of the related technologies essentially by himself with minimal formal training.

Michael is also a key member of the systems team behind the support of all of the desktop, laptop, and tablet PCs used by the department and has proactively worked with users of this equipment to ensure that it meets their needs along with being as reliable as possible. Michael also trains and directs our student worker staff that supports all of our computer equipment at our various work sites.

Senior Management Analyst I,
Revenue Management Division

BRADLEY MOE

Brad was recognized for his outstanding accomplishments.



Brad began his City career in 1999 as a Management Assistant with Finance at its West L.A. office. Over the years, he has served in different sections and capacities within Finance. Aside from West L.A., Brad has worked for AB63, Taxpayer Advocate and the Citywide Collections Unit. He has been a Management Analyst I, a TCO I, II and III. Brad has been performing Senior Management Analyst I duties since 2007.

Brad has been the supervisor of the Citywide Collection Unit (CCU) for the past two years. Earlier this year, he transitioned to the unit's newly formed Special Projects Unit when the CCU was reorganized to facilitate implementation of multiple revenue production projects. Brad has repeatedly demonstrated overwhelming dedication to duty and an exemplary work ethic, and he consistently shows initiative in assuming responsibilities and executing tasks. When new responsibilities were assigned to CCU, including the implementation of the (1) City Attorney litigation project, (2) publication of top tax delinquents and (3) revocation of LAPD permits for parking lot operators, he immediately jumped in and assumed a leadership role in the startup process and procedures preparation and administration of the programs. He is also responsible for the tracking requirements and coordination involved with the multi-pronged collection projects. For a period of time, he shared the supervisory responsibilities of both CCU and the Special Projects function without complaint. Brad consistently reviews and analyzes process and procedures with an eye on improvement and efficiency. He routinely devotes efforts at exceptional levels and standards to ensure projects and assignments are completed on time. His efforts have resulted in increased efficiencies, cost effectiveness and revenue production. To date, revenue directly associated with the special revenue projects exceed \$2.5 million for this fiscal year.

Brad maintains a positive approach to all assignments and in his working relationships with his peers as well and employees under his supervision.

Through his contributions, Brad has earned the designation as the Office of Finance Employee of the Year for 2009.