

GENESEE COUNTY CLERK'S/TREASURER'S ASSOCIATION MEETING
FEBRUARY 1, 1995, 12:00 P.M., R.C. COOPER'S RESTAURANT

ATTENDANCE: 27

Don Becker called the meeting to order at 12:40 P.M.

ANNOUNCEMENTS:

Mr. Becker said the MTA would be held at Richfield Township on Thursday, February 16, 1995 at 7:30 P.M.

Mr. Becker gave some statistics regarding the number of cities, townships and villages within the State.

COMMITTEE REPORTS:

Doris Carpenter said the Treasurer's Meeting will be held on Tuesday, February 7, 1995 at 9:30 a.m. at the County Equalization Department in the County Building.

Jeff Cyphert, Treasurer of Grand Blanc Township, said several of the communities do their own tax statements and don't have to deal with the County. It seems to work out well for those who do this.

GUEST SPEAKER: Peggy Jury, CPA of DuPuis & Ryden

Mrs. Jury said she would be speaking today about People, Performance and Pay. She said it is important to create a work force who is informed; involved and motivated.

INFORMED: Job descriptions need to be reviewed regularly and updated. The employees, as well as the supervisors, need to understand what they are being held responsible for in their jobs. Evaluations should be done on a regular basis and the evaluations should be done on the job results, not on the employees traits. Performance standards should be set so the employee knows what is expected and what the priorities are. An employee handbook/manual can be helpful in making clear what is and isn't expected by the administration.

Training: This is something that should be built into the system so people under management, can get good feedback. Positive criticism is a hard thing to do. Career paths should be in place for promotional opportunities and lateral moves within the system. Challenge is one of the key satisfiers of employees. Staff meetings are important and so you can have up front communication.

INVOLVED: If employees are involved, they feel more a part of the system and realize they are an important factor in the success of the company. Information is power and often demotivates employees when they are not kept informed. Leadership is there to service the staff.

Delegation can make decision making difficult when the supervisor has never done the task, so try to make decisions down to the level where people are working.

MOTIVATION: Sometimes people become demotivated by pay rather than motivated. They need to know how they move up and when they can assume when they can get a pay increase. If there is some feel as to when there will be an increase in pay, they will be more motivated.

Communication and dialogue is very important and should be used consistently to make better working relationships. So much is lost between the employee and employer without communication.

Incentive programs can be a very important motivator to the employee. A paid incentive for showing up on time can result in many positive ways.

Benefits are sometimes difficult to offer because of the cost involved. Many companies are moving to the cafeteria plans with employees paying for their benefits with pre-tax dollars. Pension plans are allowing people to put more money away which is a big benefit.

Cultures can change when elected officials move in and out of office.

Job Dissatisfiers: Pay is a major factor. Also, employers need people who understand that they must stay up to date with education and learn new technology and work skills. If there is poor morale in the work place, it could be coming from the top management level. Job security seems to be lessening each year. One problem can be lack of proper supervision or understanding what the employee is doing.

Job Satisfiers: Achievement plays a large part of employee satisfaction. Another major factor is recognition for success and this can be shown in many different ways; i.e. memos, handwritten notes, etc.

Some of the identifying motivational needs for employees are:

1. Security
2. Acceptance
3. Self-Esteem
4. Independence
5. Achievement

Mrs. Jury then held a question and answer period was held from the audience.

Mr. Becker announced that the next meeting will be held March 1, 1995.

Meeting Adjourned at 1:30 P.M.

Respectfully Submitted,

Cheryl M. Ladd, CMC/AAE
Secretary

CML