



Termination Action Form

Email completed form to FORMS_Action_Forms@kalamazoo.com

Is this a revised action form? No Effective Date: 2/18/2022

person Marsman Austin
Employee # Last Name First Name

Department #: 0700 - Clerk/Register

Type of Termination: "Resignation"

If you chose "Resignation", please select the reason the employee resigned. In lieu of termination

*If you chose "Other" or "Employment Elsewhere" please provide more detailed information on the reason for their resignation:

PROCESSED
MAR 04 2022
Kalamazoo County
Payroll

Last Day Paid: 2/18/2022 Check if two (2) week' notice was provided.
 Check if employed more than 1 year. 4/15/2021
CHR

Has the County's property been returned? Yes No*
If no, have you contacted Human Resources to discuss next steps? Yes No
*If you answered no, please explain in the Comments section below.

Comments: See attached email

Elizabeth Kelly Byrd 02/07/2022
Prepared By: Date:

FOR HRD USE ONLY:
Access card terminated?
Driving Record terminated?
No payroll
CHR

From: Elizabeth M. Byrd
Sent: Tuesday, February 8, 2022 9:14 AM
To: FORMS-Action Forms
Subject: Emailing - Termination Action Form_Austin.pdf
Attachments: Termination Action Form_Austin.pdf

Please find the updated action form for Austin attached. Thank you!

Sent: Tuesday, February 8, 2022 9:14 AM To: FORMS-Action Forms
Subject: Emailing - Termination Action Form_Austin.pdf Attachments:
Termination Action Form_Austin.pdf

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Elisabeth A. Reiter

From: Payroll
Sent: Tuesday, February 15, 2022 1:19 PM
To: Kristine D. Cunningham
Cc: Jean M. Michaud
Subject: RE: Voluntary Resignation Agreement

Thank you so much!

Elisabeth

From: Kristine D. Cunningham <kdcunn@kalcounty.com>
Sent: Tuesday, February 15, 2022 1:18 PM
To: Payroll <payroll@kalcounty.com>
Cc: Jean M. Michaud <jmmich@kalcounty.com>
Subject: RE: Voluntary Resignation Agreement

It is in the process of getting signed by everyone. The employee did sign it so you can proceed with payment to him through February 18th.

From: Payroll <payroll@kalcounty.com>
Sent: Tuesday, February 15, 2022 1:12 PM
To: Kristine D. Cunningham <kdcunn@kalcounty.com>
Cc: Jean M. Michaud <jmmich@kalcounty.com>
Subject: RE: Voluntary Resignation Agreement

Did you receive anything yet? Just curious how/if/when I should process his termination action form 😊

Thank you!
Elisabeth

From: Kristine D. Cunningham <kdcunn@kalcounty.com>
Sent: Thursday, February 10, 2022 9:14 AM
To: Jean M. Michaud <jmmich@kalcounty.com>; Payroll <payroll@kalcounty.com>
Subject: FW: Voluntary Resignation Agreement

Per Labor Counsel, this is their recommendation. Once I have the signed resignation agreement, I'll let you know and we'll need to pay Mr. Marsman through the 18th.

From: Elisabeth M. Byrd <embyrd@kalcounty.com>
Sent: Thursday, February 10, 2022 9:10 AM
To: Kristine D. Cunningham <kdcunn@kalcounty.com>
Cc: Meredith X. Place <mxplac@kalcounty.com>
Subject: RE: Voluntary Resignation Agreement

I have contacted Mr. Marsman and sent him the letter.

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Sent: Thursday, February 10, 2022 9:10 AM
To: Kristine D. Cunningham <kdcunn@kalcounty.com>
Cc: Meredith X. Place <mxplac@kalcounty.com>
Subject: RE: Voluntary Resignation Agreement

i have contacted Mr. Marsman and sent him the letter.

I won't be in on Monday, but if the time stamp shows he returns it by then will we be good to go?

Thank you!

Sincerely,
Beth

From: Kristine D. Cunningham <kdcunn@kalcounty.com>

Sent: Thursday, February 10, 2022 7:20 AM

To: Elizabeth M. Byrd <embyrd@kalcounty.com>

Cc: Meredith X. Place <mxplac@kalcounty.com>

Subject: Voluntary Resignation Agreement

Good morning!

As soon as possible, please call Mr. Marsman and advise him that he was mistakenly advised that he could resign with a two-week notice, which is only applicable to employees not facing termination. However, if he signs the attached document by Monday, February 14th, you will be able to provide him a two-week delayed resignation (effective February 18, 2022). You can advise him that if he does not sign and return the attached document, his last date of employment and wages will be February 7, 2022 at 12 p.m.

If you have any questions, please feel free to email directly. Thank you! 😊

Sincerely,

Kristine D. Cunningham, MPA (she/her), **Human Resources Director**

Email: kdcunn@kalcounty.com | Call/Text: (269) 348-0256

Mailing Address: 201 West Kalamazoo Avenue; Kalamazoo, MI 49007



KALAMAZOO COUNTY GOVERNMENT

In the Pursuit of Extraordinary Governance ...

NOTE: Kalamazoo County's email system is only accepting emails with files using these supported extensions: .docx, .dotx, .xlsx, .xltx, .pptx, .potx, .ppsx. If you attempt to send an email with an attachment that is using an older format, it may be rejected.

Thank you!

Sincerely,
Beth

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To: Elizabeth M. Byrd <embyrd@kalamazoo.com>
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KALAMAZOO COUNTY GOVERNMENT

In the spirit of Extraordinary Governance

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Is this a revised action form? No Effective Date: 02/07/2022

 persona Marsman Austin
Employee # Last Name First Name

Department #: 0700 - Clerk/Register

Type of Termination: *Resignation*

If you chose "**Resignation**", please select the reason the employee resigned.

 In lieu of termination

*If you chose "**Other**" or "**Employment Elsewhere**" please provide more detailed information on the reason for their resignation:

 [Empty box for detailed resignation reason]

Last Day Paid: 02/21/2022

Check if two (2) week' notice was provided.

Check if employed more than 1 year.

Has the County's property been returned? Yes No*

*If no, have you contacted Human Resources to discuss next steps? Yes

No*

*If you answered no, please explain in the Comments section below.

Comments:

 [Empty box for comments]

 Elizabeth Kelly Byrd

 02/07/2022

Prepared By:

Date:

FOR HRD USE ONLY:

Access card terminated?

Driving Record terminated?

Department: Clerk Division

Supervisor: Beth Byrd

Date: 7/16/2021

Written Reprimand

The purpose of this written reprimand is to bring to your attention new or ongoing deficiencies in your conduct and/or performance. The intent is to define for you the seriousness of the situation so that you may take immediate corrective action. This written reprimand will be placed in your personnel file with Human Resources.

Reason for written reprimand (violation of company policy or unsatisfactory performance/behaviors):

On at least four occasions a lack of attention to detail resulted in unbalanced tills and several hours of additional work for others in the office to correct the error. In spite of several conversations, written communications and processes put in place your till is often closed without double checking that the figures add up and match what is in Tyler. Every staff member is expected to do this at the end of the day (or the next morning if they are the late till).

Properly balancing your till is part of the essential functions of this position.

Prior discussion or warnings on this subject (verbal/written, dates):

June 1, 2021 (see attached)
June 2, 2021 (see attached)
June 8, 2021 (see attached)
July 16, 2021 (see attached)

Relevant policy violated: The position description (see attached), which you were provided with on your first day, outlines essential functions and duties of this job. Financial management is included in the description stating specifically, "Ensure that each transaction is performed accurately; balance and prepare daily cash reconciliation." The description also outlines that the position required strict attention to detail and the ability to deal with all types of people and constant interruptions.

The purpose of this written reprimand is to bring to your attention new or ongoing deficiencies in your conduct and/or performance. The intent is to define for you the seriousness of the situation so that you may take immediate corrective action. This written reprimand will be placed in your personnel file with Human Resources.

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Prior discussion or warnings on this subject (verbal/written, dates

June 1, 2021 (see attached)

June 2, 2021 (see attached)

June 8, 2021 (see attached)

July 16, 2021 (see attached)

Relevant policy violated: The position description (see attached), which you were

Corrective action required:

When receipting all customers at the counter or at your desk, you must verify that the amount you charged them matches with the amount you receipt into Tyler

You must add up all transactions at the end of the day (or next morning depending on schedule), this includes credit card receipts

You will balance your till using an excel ledger (Jazmin will provide you with a template – also see attached) to ensure that everything adds up before closing and submitting your till

If your till does not balance, you will look through your receipts and transactions in Tyler to try to identify the error

If you are unable to identify and correct the error, you will refer the issue to Chief Byrd for assistance

If you require additional training regarding cash handling, please request it and we will happily provide the support you need

Consequences of failure to improve performance or correct behavior:

Inability to ensure that each transaction is performed accurately as well as balance and prepare daily cash reconciliation will result in disciplinary action up to and including termination.

The above has been discussed with me by my supervisor, Chief Byrd. I understand the contents and acknowledge and understand the corrective action required. I also acknowledge and understand the potential consequences of noncompliance.

Signatures:

Corrective action required:

When receipting all customers at the counter or at your desk, you must verify that the amount you charged them matches with the amount you receipt into Tyler

You must add up all transactions at the end of the day (or next morning depending on schedule), this includes credit card receipts

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The above has been discussed with me by my supervisor, Chief Byrd. I understand the contents and acknowledge and understand the corrective action required. I also acknowledge and understand the potential consequences of noncompliance.

Signatures:

Employee:

Clerk and Register of Deeds.

Date:

7/1/2022

Chief Clerk and Register of Deeds: bA4i

Date:

1/1/2022

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Elizabeth M. Byrd

From: Elizabeth M. Byrd
Sent: Tuesday, June 1, 2021 1:53 PM
To: Austin J. Marsman
Subject: Receipt Correction
Attachments: 20210601134940346.pdf

Importance: High

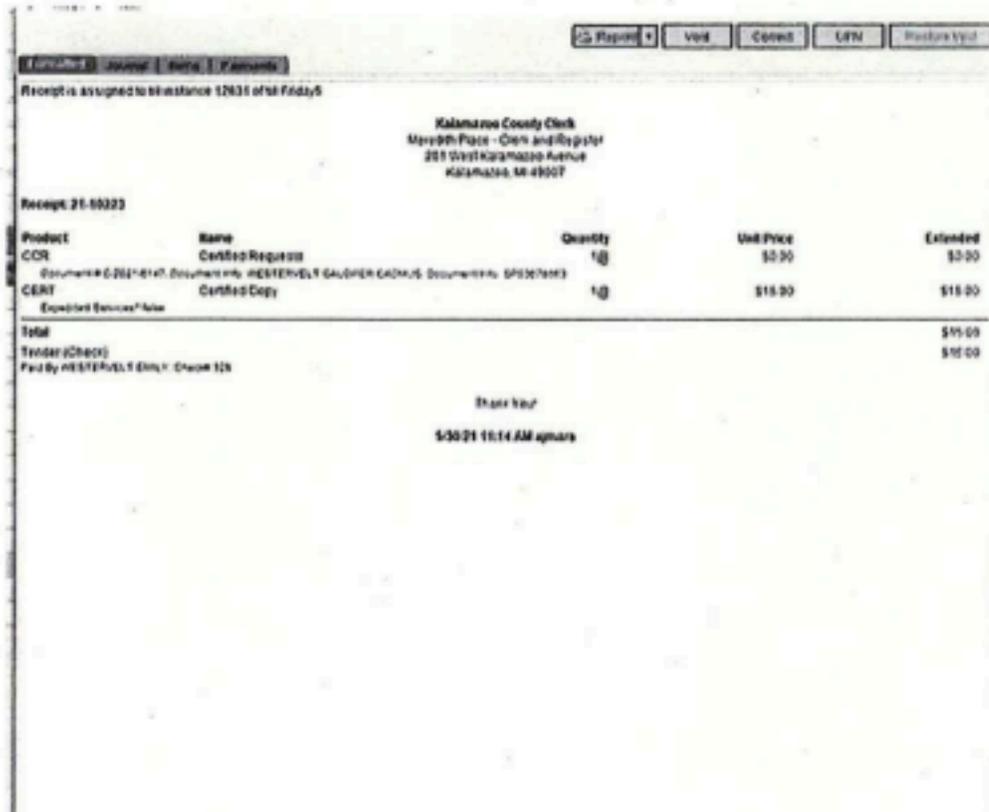
Hi Austin,

Could you please correct this receipt before 3pm so I can make the deposit for Friday? It looks like the check was made out for the amount of \$25 (see attached), but it was receipted for \$15. I am unable to make the change from my account.

Document Number: **personal** . I have reopened the till for you so you can make the adjustment.

Please let me know when this has been corrected. Thank you!

Sincerely,
Beth



Beth Byrd
Chief Deputy Clerk & Register of Deeds
Office of County Clerk & Register of Deeds



KALAMAZOO COUNTY GOVERNMENT
In the Pursuit of Extraordinary Governance

Kalamazoo
County
Government

KALAMAZOO COUNTY GOVERNMENT
in the People's Representative Assembly

personal privacy
personal privacy
personal privacy

328
74-1724

05/24/21
Date

Pay to the Order of Kalamazoo County Clerk & Register of Deeds \$ 25.00
Twenty-five ⁰⁰/₁₀₀ Dollars

For [Redacted]
[Redacted]

VOID COPY

Elizabeth M. Byrd

From: Elizabeth M. Byrd
Sent: Wednesday, June 2, 2021 11:25 AM
To: Austin J. Marsman
Subject: Unbalanced Till

Importance: High

Good afternoon, Deputy Marsman:

Your till from yesterday is not balancing. In your envelope from last night I found \$275 in cash and \$465.00 in credit receipts. There was no check included (receipt **personal**). I am concerned that the check is missing and the credit receipts don't add up leaving your till short \$155.00. Maintaining and handling receipts, cash and checks is critically important and we need to find them.

- First, I would like you to locate and investigate what happened to the check and the missing credit card receipt.
- Second, I'd like you to spend more time focused on ensuring that you're ringing and balancing correctly. This is the second day this week and the third time we've had to correct your till.
- Third, please communicate with me if you have too much on your plate and need me to free up some of your time so you can focus on properly handling and closing your transactions.
- Finally, can you tell me if you are balancing your till each night? If so, did your till balance yesterday? Heidi provides a tape receipt from her calculator on her desk each day that shows her balance in credit cards, cash and checks so I can see she is balanced. I'd like you to start doing this so we can avoid situations like this in the future.

Please let me know if you have any questions or concerns.

Thank you,
Beth

missing cc

Receipt:

personal privacy

Date	Time	Account	Amount
06/02/2021	10:18 AM		
05/28/2021	08:55 AM		
05/27/2021	09:23 AM		
05/26/2021	09:15 AM		
05/25/2021	08:11 AM		
05/24/2021	09:04 AM		
05/21/2021	08:16 AM		
05/20/2021	08:12 AM		
05/19/2021	08:26 AM		
05/18/2021	09:25 AM		
05/17/2021	10:23 AM		
05/14/2021	08:19 AM		
05/13/2021	09:09 PM		
05/12/2021	11:32 AM		
05/11/2021	08:33 AM		
05/10/2021	10:57 AM		
05/07/2021	12:56 PM	Byrd	
05/06/2021	01:30 PM	Byrd	
05/05/2021	12:09 PM	Byrd	
05/04/2021	11:51 AM	Byrd	

Balance Till

Till Information
Till / Instance Tuesday, 5 / 12838

Users ajmarr

Expected Totals	Actual Totals
Total Cash \$355.00	Total Cash \$355.00
- Initial Drawer \$0.00	- Initial Drawer \$0.00
Cash \$275.00	Cash \$275.00
Check \$100.00	Check \$0.00
Credit Card (InHouse) \$520.00	Credit Card (InHouse) \$465.00
ID Card Scholarship \$0.00	ID Card Scholarship \$0.00
On Account \$0.00	On Account \$0.00
Over/Short \$0.00	Over/Short \$0.00
	Till Over/Short (\$155.00)

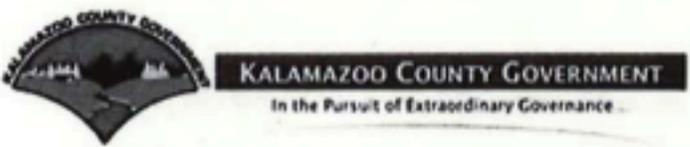
Voids
Count 0
Amount \$0.00

OK Cancel

Credit Card (InHouse) over/short exceeds warning amount of 0

Beth Byrd
 Chief Deputy Clerk & Register of Deeds
 Office of County Clerk & Register of Deeds

Kalamazoo County Government
 201 W. Kalamazoo Avenue | Kalamazoo, MI 49007
 P: (269) 384-8140 | www.kalcounty.com



Chief Deputy Clerk & Register of Deeds
 Office of County Clerk & Register of Deeds
 Kalamazoo County

Government
201 W. Kalamazoo Avenue | Kalamazoo, MI 49007
P: (269) 384-81401 www.kalcountv.com

KALAMAZOO COUNTY GOVERNMENT
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From: Elizabeth M. Byrd
Sent: Tuesday, June 8, 2021 10:16 AM
To: Austin J. Marsman
Subject: Till
Attachments: 20210608101331071.pdf

Hi Austin,

Unfortunately, your till didn't balance again yesterday. While you did accurate accounting on the calculator, your credit card receipts added up to \$605, but your till reflected credit card receipts in the amount of \$575.

More concerning is you turned in two credit card receipts that do not have receipts in Tyler. I am unable to tie these credit card transactions to requests in Tyler without the proper documentation. I know that you have undertaken a lot of work lately and are adjusting and organizing your time to accommodate for the additional workload. As this is the 4th time I've had to correct your till, and there are two receipts that are not in Tyler I will have to document this. Additionally, until we track down these requests I cannot balance our deposits from yesterday.

There are two immediate things I need you to focus on addressing:

- 1) Please find the two vital records you processed via credit card but did not receipt into Tyler. I have attached them to this email.
- 2) I really need the notary paperwork. The payment is due on the 15th, it is now the 8th and you were given the information from the state on June 2nd. Because all of our invoices have to go through Finance for processing, and then be voted on by the board there is no way we will have a check issued in time to make the due date.

In the meantime, I will ask Paula to cover deaths so you can focus on these two priorities. Please do not leave for the day before resolving both of the items listed above. Additionally, please do not resume work on deaths until you and I have had time to talk and I feel confident that transactions at the counter and from the mail are being processed accurately and appropriately receipted.

I will approve overtime if you need it. Moving forward, we will move the notary work to Heidi, however I would appreciate it if you close this month out.

Is there some training that I can offer so that we can avoid these mistakes happening in the future? Tonight I'd like to sit with you while you balance your till so we can start to catch any errors before you close your till and I try to balance it.

Again, I understand that you are struggling with your current workload. Please let me know what we need to do differently so we can avoid these mistakes in the future. Please let me know if you have any questions or concerns.

Thank you,
Beth

Beth Byrd
Chief Deputy Clerk & Register of Deeds
Office of County Clerk & Register of Deeds

Kalamazoo County Government
201 W. Kalamazoo Avenue | Kalamazoo, MI 49007
P: (269) 384-8140 | www.kalcounty.com

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Beth

Beth Byrd
Chief Deputy Clerk & Register of Deeds
Office of County Clerk & Register of Deeds

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201 W. Kalamazoo Avenue | Kalamazoo, MI 49007
P: (269) 384-81401 www.kalcounty.com





KALAMAZOO COUNTY GOVERNMENT
Position Description

Position #: 10586 Department: Clerk/Register Position Title: Official Document Specialist

Effective Date: January 2, 2018

POSITION PURPOSE MUST be 4-5 sentences at most

Analyze, record, maintain and control all vital and land records filed in Kalamazoo County and provide quality, efficient and confidential services to all customers in order to comply with state law and statutes and policies, to provide quality and efficient services to all and to preserve and protect the records in perpetuity. Assist with coordination of County ID Program.

REPORTING RELATIONSHIP

The position reports to Chief Deputy Clerk/Register who reports to County Clerk/Register. This position has no direct reports.

WORKING CONDITIONS/HOURS As much detail about working conditions & hours worked as possible This position works in a typical office environment using standard office equipment such as telephone, computer, copier, and fax machine. In addition, computer skills play a large role in the regular performance of the tasks associated with this position.

ESSENTIAL FUNCTIONS (Duties) MUST be 10 or less

- 1) Deputy Clerk: Administer oaths of office; issue certified copies of official documents on behalf of Clerk/Register.
- 2) Document Analyst: Analyze each document presented for recording using State Law and office standards; record each document for permanent record according to Law and standards. 3) Records Management: Maintain vital and land records using automated and paper systems; ensure documents are created, recorded, indexed and made available for public use.
- 4) Customer Support: Assist all customers (in person, by telephone or by mail) efficiently and effectively according to policy, procedure and law.
- 5) Financial Management Functions: Ensure that each transaction is performed accurately; balance and prepare daily cash reconciliation.
- 6) Elections: Answer basic questions regarding the elections process.
- 7) County ID Card Coordinator: Assist all applicants for a County ID card; review application documentation; issue ID cards according to County policy.

Essential functions of this position.

The ability to perform the job on a regular and re -occurring basis.

This is not all inclusive of the total scope of duties to be performed.

Exemption Status: Non-exempt Page 1 of 2

MINIMUM QUALIFICATIONS & EXPERIENCE

High School diploma or equivalent or 5 years' experience in a related field preferred. Additional training in accounting, real estate, law, or library procedures desired. Experience with computer data entry, microfilm equipment and basic accounting skills a plus. Strict attention to detail is required. Must have effective communication and interpersonal skills, and ability to deal with all types of people and constant interruptions. Must be bondable.



Bloodborne
Pathogen
Training N
Anti-Harassment
Video Training

EI Credit Card
Training 7
Employee
Evaluation &
Discipline
Training

EI Credit Card
Security Training
7 Employment
Law for
Supervisors

FMLA/ADA Training 0 Employee Medical Information Privacy Training THIS

POSITION IS AT WILL

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KALAMAZOO COUNTY GOVERNMENT

Position Description Questionnaire



The purpose of this document is to provide additional quantitative data, identify challenges of the position, and include a more detailed description of the principal accountabilities and their corresponding authority level in order to assist the Hay Consultant in making a well-informed decision on the classification assigned to this position.

Position #: 10586 Department: Clerk/Register Position Title: Official Document Specialist Reports

To: Chief Deputy Clerk/Register

QUANTITATIVE INFORMATION:

III Total number of personnel supervised: 0

o Directly: 0

o Indirectly: 0

EI Gross annual payroll of subordinate personnel: \$0

E Other dollar measures: \$7,000,000.00 comes into the office annually.

Describe:

Eli Other unit quantitative data:

- 50,000 land documents received, analyzed, and recorded
- 4500 birth certificates received, analyzed, and recorded
- 17,000 certified copies requested (by mail and in person) made and sold
- 2000 death certificates received, analyzed, and recorded
- 1900 marriage applications received, analyzed, licenses created, returned, and recorded -
- 700 notary public commissions received from the State, notices sent, released to customers and recorded.
- 1800 concealed weapons license applications received, analyzed, forwarded to Sheriff's Department and licenses issued following Board Meeting.
- 2200 assumed names, co -partnerships and dissolutions of assumed names and co-partnerships received, analyzed and recorded; renewal notices prepared and mailed.
- 25 military discharges recorded
- Approximately 1000 County ID cards (beginning 1/1/18)
- Various miscellaneous documents recorded.
- Several thousand telephone calls regarding all aspects of the department as well as many requiring transferring to other departments or information provided directing the person to another office.

PRINCIPAL CHALLENGES:

Explaining state laws regarding recording & issuing documents.
Explaining the many different types of land documents and their function.
Documents not received timely from outside sources.
Finding alternative methods when appropriate.
Keeping current on law & policy changes.

Familiarization with County Policies regarding the issuing of County ID cards.
Coordination of volunteers to assist with the County ID card program.

B. Most-Complex Problems:

Coordination of warranty deeds and tax clearances

Understanding up to 6 different software programs and special equipment to assist customers efficiently

Providing detailed instructions and assistance to the public regarding computer and web applications.

Multi-tasking the many functions and duties of the divisions of the office.

Determining where records are located prior to computerization.

- Understanding legal documents from courts and other sources.

Describing document requirements to attorneys and other professionals.

- Contacting those requesting or recording documents by mail to explain additional requirements. - Customers who do not speak English.

- Decipher 19th Century handwriting in many older documents.

Determination of appropriate documents for residents to obtain a County ID card.

C. Long-Range Challenges:

- Continuing conversion of records to digital-image format.

- Continuing education in all areas of the Clerks & Register Department.

Maintain high quality work while multi-tasking & meeting compliance requirements.

Developing appropriate workflow for County ID card program.

Exemption Status: Non -Exempt Page 2 of 5

ACCOUNTABILITIES AND MEASURES:

In the first column (What Do You Do?), enter Principal Accountabilities as listed on the Position Description.

In the second column (How Do You Do It?), enter a brief summary of the methods of how they accomplish the principal accountabilities in column 1.

In the third column (Why Do You Do It?), enter the ways their accountabilities are measured.

In the fourth column (Authority Level), use the following key; A = Complete Authority, B = Act Then Report, C = Act After Approval.

1. What Do You Do?

(Principal Accountabilities from Position Description)

Deputy Clerk: Administer oaths of office; issue certified copies of official documents on behalf of Clerk/Register.

Document Analyst: Analyze each document presented for recording

2. How Do You Do It?

(Methods)



all.

Ensure that certified copies are recorded according to state law and statute.

state law and statute. A

Timeliness in recording documents. Timely return of land records. A

Exemption Status: Non-Exempt Page 3 of 5

1. What Do You Do?

(Principal Accountabilities from Position Description)

Customer Support: Assist all customers (in person, by telephone or by mail) efficiently and

2. How Do You Do It?

(Methods)

Customers are assisted and documents are located quickly and efficiently. Customers are directed to other possible sources of information

3. Why Do You Do It? (Outcomes)

Ensure that customers are assisted quickly and efficiently, and provided

4. Authority Level

effectively according to policy, procedure and law.

Financial Management Functions: Ensure that each transaction is performed accurately; balance and prepare daily cash reconciliation. County ID Card program: Assist all applicants for a County ID card;



when appropriate. Use of several software programs and pieces of equipment (i.e. microfilm and microfiche readers, camera, credit card and a variety of printers) are often necessary to assist customers.

Daily receipts are balanced accurately. Must be knowledgeable regarding the various accounts. Must use credit card application regularly to assist customers.

County ID Cards are issued to qualified individuals based on County policy. County Board of accurate information. A

Ensure that balancing is done accurately A

The new County ID Card program is coordinated well

review application documentation; issue ID cards according to County policy.

Commissioners created the County ID Card program in 2017 to be implemented in 2018. The Clerk/Register Department was given the responsibility of the administration of this project. and residents of Kalamazoo

A

County can conveniently

obtain an ID card.

Exemption Status: Non -Exempt Page 4 of 5



ADDITIONAL INFORMATION:

This position performs some paralegal and legal assistant functions by checking documents written by attorneys for recordability. Land documents are often received not in specific forms. Land records must be checked for approximately 21 different standards. Duties and responsibilities change regularly based on law and policy changes. Maintaining high quality work while also dealing with many interruptions. Many deadlines to meet, more jobs to do. Many customers come into the office looking for other places. Saying "no" when appropriate -tactfully. Recording all documents in necessary timeframes. The County ID Program will involve working with many different types of people and a variety of volunteers who will assist with the process.

Department Head's Signature. Date. 01/17/2017



Organizational Chart

Clerk/Register

Chief Deputy
Clerk/Register
(10350)

Official Document
Specialist - THIS
POSITION

(10586)

CASH

Bills Qt Total 100 0 \$ - 20 7 \$

140.00

10 6 \$ 60.00 5 4 \$ 20.00 1 30 \$

30.00

0.25 0 \$ - TOTAL Cash \$

250.00

Blue bag \$ 80.00

Total cash tier 7 \$ 170.00

Check ti Total

118436 \$ 15.00

1117 \$ 20.00

1960 \$ 115.00

2523 \$ 115.00

8544 \$ 115.00

Total Checks \$ 380.00

CARD # Total

948 \$ 25.00

1603 \$ 20.00

5548 \$ 20.00

3439 \$ 115.00

7525 \$ 20.00

4004 \$ 30.00

9223 \$ 100.00

1569 \$ 45.00

908 \$ 20.00

9025 \$ 20.00

1373 \$ 20.00

1373 \$ 20.00

6505 \$ 20.00

4351 \$ 20.00

Total Cards \$ 495.00

cash \$ 170.00

cards \$ 495.00

Checks \$ 380.00

Grand Total \$ 1,045.00



TO: Austin Marsman

FROM: Beth Byrd,
Chief Deputy Clerk &
Register of Deeds

DATE: September 4,
2021

SUBJECT: Notice of
Pre-Determination
Meeting



As part of the County's procedural due process (Employee Handbook 7.01), you are receiving this written notice of the following tentative findings:

1. Incident # 1

- a. On Wednesday, September 1, 2021 it came to Chief Byrd's attention that a request for Baxter Funeral Home had been received, but not

processed and that a death record requested by a separate funeral home was sent to Baxter instead (see attached).

2. Incident #2

- a. On Thursday, September 2, 2021 we received a call from the J Kevin Tidd Funeral home regarding a request they placed on August 17, 2021. The request is visible in EDRS, but for whatever reason it was also not processed.
- b. On Thursday, September 2, 2021 it was brought to Chief Byrd's attention that the local file number for death records in Eagle Clerk were not matching up with the number in EDRS. It is imperative for local file numbers to match in the State and Local systems for ease of locating the document, avoiding duplicate records and, in particular, once a record is filed in EDRS we cannot change the local file number.

3. Incident 413

- a. As of this morning, Deputy Marsman currently has 28 missing scans outstanding, and filing dating back to August 18, 2021. It has been clearly articulated on a number of occasions that filing and scanning are

or
to
or

I



understand that my signature below indicates neither agreement nor disagreement with this Notice. My signature simply indicates that I am acknowledging receipt of this document.

_____, 4 / 16 / 2016 Employee's Signature Date

cc: Human Resources

TO: Austin Marsman, Official Document Specialist

FROM: Beth

DATE: September 8, 2021

SUBJECT: Performance Improvement Plan (PIP)

This Performance Improvement Plan (PIP) seeks to clarify both the nature of concerns with your work performance as an Official Document Specialist in the Clerk and Register of Deeds offer to assist you in improving your work performance and stress to you the seriousness with which I view these concerns. It is important that you recognize and accept that, while I can work with you, it is your responsibility to improve your performance.

The purpose of this PIP is to identify problems with your work performance, reiterate expectations in the Clerk and Register of Deeds Office, and allow you the opportunity to demonstrate improvement and commitment in the following areas:

1. Attention to detail

- a. Death certificates have been sent to the wrong funeral homes unnecessarily costing this office postage, office supplies and staff time. Additionally, when death certificates are loaded into Eagle Clerk the document type is regularly not updated which results in discrepancies with local file numbers in Eagle Clerk and EDRS.

You will no longer be the lead and will serve as a backup to Ariel on EDRS. When acting as backup in EDRS it is expected that you take your time and pay close attention to detail ensuring the file numbers match up, the correct document type is selected and that requests are processed correctly and appropriately.

It is expected that this attention to detail extends to all of the work, including back office lead for DBAs and missing scans. It is more important to get things right, rather than get them done quickly. I expect that you to work with Deputy Case to be trained on DBAs and missing scans. None of the work we do is straightforward so please take careful notes. If you have questions, please ask them. If you are looking to modify the process which you have been taught, please discuss these changes with Heidi and get sign-off from me.

- c. I would like to meet with you weekly to review your work product, spot check it to ensure that there are no errors, and provide support so that you are able to

a. On Friday, August 20, 2021 you noticed an error with local

file numbers that occurred the day before. While you sought out help from Deputy Hitchcock, made a temporary fix using Administrative function without permission, the problem persisted and there was no clear plan to communicate the error with me, your supervisor. Instead, I was alerted to the issue by Deputy Watson who was serving as backup for you on Thursday, September 2nd. By this time, two full weeks had lapsed with a continual problem and no communication,

There were many opportunities to bring the issue to my attention, I even provided my personal cell phone number to staff while I was out of the office for a couple days last week. If Deputy Watson had not brought this issue to my attention, I may never had been made aware of it.

An essential function of your position is records management. If our local file numbers do not match up with what is in EDRS we will be unable to properly maintain vital records in our systems, properly create documents and record and index them for public use.

You and I have had a conversation in the past about personal responsibility. Mistakes happen; however, hiding one's mistakes and making excuses rather than owning up to it makes it hard to trust you. The Clerk and I expect honesty, high communication and no surprises. Unfortunately, last week we were taken by surprise because you failed to communicate the error and tried to fix it yourself to avoid detection.

- b. In the future, I expect you to address issues or concerns immediately with me in writing via email. If I am not in the office, you are to contact me directly, or work with the Clerk. We expect that you will not utilize administrative functions and privileges in our software systems without permission. When in doubt, over communicate. When an error is made, please do not make an excuse, simply own the mistake and move forward, If you have questions, please ask them. Seek clarification and ask for help.
- c. I would like to meet with you monthly so you have an opportunity to ask questions, you can bring any issues to my attention and we can begin to work on making a habit out of open communication, honestly and facilitate rebuilding trust.

3. Daily office work scanning and filing

erned about a
d for a scanner
tions are not
d.

nt Plan Page 2 of 4

While we
appreciate
your offer to
help with
other areas
of work in

the office, I cannot assign additional work to you until I feel confident that you are able to properly close transactions and manage our vital records, as outlined in your position description.

- b. We expect that you will use your work block and time at your desk to perform your regular office work as well as your back office work on DBA's and missing scans. Unless there are extenuating circumstances, overtime will not be approved for completion of daily office work in particular items that are required to complete a transaction (i.e. scanning and filing).

- c. I would like to meet weekly to review your daily reports, strategize about how to improve your personal administration and organize your time.

Your work will be monitored for improvement in your performance for the next month. Improvement in all of these areas must occur immediately and must be maintained.

The following schedule will be used to evaluate your progress in meeting your performance improvement plan.

Friday, September 17th 10:00 am in Chief Byrd's Office
Thursday, September 23rd 11:00 am in Chief Byrd's Office
Thursday, September 30th 10:00 am in Chief Byrd's Office
Thursday, October 7th 10:00 am in Chief Byrd's Office

Continued performance issues may result in additional disciplinary action, up to and including termination.



Your signature acknowledges this discussion. It does not signify your agreement or disagreement with this plan.

Print Employee Name: **4-itn** Atts 6V Signature:

SIGNATURES:

Employee

Date:

Print Supervisor's Name: be 1<e \lt..ç ellrd

Supervisor's Signature: tu -6(6-1ct

Date: gig/ zo 2-1

Print Elected' s Name: Mfi et) AAA t

Elected's Signature:

Date: CO 17(Y2

cc: Human Resources

STAFF ASSIGNMENTS

(as-of September/, 2021)

eilacilv^{-e- 1%}) Lead Backup

Area



Death Ariel Austin Birth Jazmin Tara Marriage Heidi Ariel CPL Tara Camille/Jazmin Notary Heidi Austin

DBA Austin Heidi ORO Heidi Ariel Missing Kids Jazmin Ariel Missing Scans Austin Heidi County ID

Peyton/Maria Jazmin

















<0

Adel >

Yesterday 7:08 AM

Good morning Ariel, I ended up with pickups for Langeland, Redmond, and Betzlers. The queue was at 0 when I left and there's a couple messages for amended records. After you bring them in, please print the record out on manual feed and put it on my chair. I'll be filing all of the amendments on Friday.

i forgot to tell you yesterday, but the filing system is somehow messed up in Tyler. When you bring in a record from EDRS to Tyler, the D-2021-0000 filing number from EDRS is correct. The one that Tyler gives is ahead by one (example D-2021-0004 instead of D-2021-0003) To temporarily fix this, you'll have to be in Admin mode and change the file number each time. Hopefully that makes sense - i couldn't figure out how to fix it permanently

Delivereci





Elizabeth M. Byrd

From: Elizabeth M. Byrd

Sent: Friday, September 3, 2021 4:30 PM

To: Meredith X. Place
Subject: Recap of Deaths/Tyler

Here's a recap of the work that I did today:

Local File Number error originally occurred on 8/19/2021, but it appears that it wasn't caught and modifications didn't begin until 8/20/2021. Impacted documents were D -2021-2195:D-2021-2327 (132 documents total).

Here are the errors I caught:

D-2021-2202 –wrong file #
D-2021-2207 wrong file #
D-2021-2215 wrong file #
D-2021-2244 wrong document type
D-2021-2248 - wrong document type
D-2021-2251 wrong file #
D-2021-2252 wrong document type
D-2021-2271 - wrong document type

Error's caught in Austin's work today:

D-2021-2330 - wrong document type
D-2021-2340 - wrong document type
D-2021-2345 - wrong document type

It's clear that the numbers ended up being off when Austin forgot to switch the document type in Tyler from an Electronic Death Record (ED) to a Death Record (D). These errors do appear to have happened before our meeting with him this morning.

An important point is that the state reuses their filing numbers each year. Our local file number is the only unique number assigned to the record, thus making it even more important to have it right. Please let me know if you have any questions or concerns.

Thank you!

Sincerely,
Beth

Beth Byrd (she/her)
Chief Deputy Clerk & Register of Deeds
Office of County Clerk & Register of Deeds

Kalamazoo County Government
201 W. Kalamazoo Avenue | Kalamazoo, MI 49007
P: (269) 384-81401 www.kalcountv.com



TO: Austin
Marsman

FROM: Beth Byrd, Chief Deputy Clerk and Register of Deeds

DATE: February 7, 2022

SUBJECT: Notice of Pre-Determination Meeting

As part of the County's procedural due process (Employee Handbook 7.01), you are receiving this written notice of the following tentative findings:

1. In July (8, 14, 16), we met regarding ongoing work performance issues, including attention to detail.
2. On September 4, 2021, you were presented with a notice of Pre-Determination meeting regarding ongoing job performance issues, including a backlog of work, missing scans, failure to file CPLs, and continued attention to detail issues, At this time, you were placed on a Performance Improvement Plan (PIP) specifically addressing these performance issues.
3. We met on September 21, 2021, regarding the written communication you sent on office letterhead (without approval) and your failure to document the communication in Eagle Clerk.
4. On January 25, 2022, we met to discuss your continued job performance issues, including redacting social security numbers on birth records, mistakes on death records, and your failure to complete an assignment as directed. We met again on January 26, 2022, to discuss your failure to follow a directive regarding accepting a copy of a marriage license.
5. On February 1, 2022, we met to discuss your continued job performance issues, including your mishandling of a DBA renewal.

You are directed to appear in Clerk Place's office at 11:00 a.m. today, for a Pre-Determination meeting. The Pre-Determination meeting is your opportunity to respond to the accuracy of the above and to provide any information, witnesses, or other documentation.

NOTE: Your written response to this Notice may be placed in your personnel file.

I understand that my signature below indicates neither agreement nor disagreement with this Notice. My signature simply indicates that I am acknowledging receipt of this document.

0/e2⁰². ?-

Employee's Signature Da cc: Human Resources





W I, Clerk Mere4th Place, accept the above resignation,

effective Immediately.

0/2022

Meredith Place, Kalamazoo County Clerk/Register of Deeds Date

cc: Employee
Personnel Ella



Redaction Log

Total Number of Redactions in Document: 22 **Redaction Reasons by Page**

Redaction Date: 7/16/2024 1:09:43 PM

Page Reason Description Occurrences MCL 15.243(1)(a) [unwarranted invasion

1 personal privacy 5 personal privacy 9

personal privacy 11 personal privacy

1
security numbers (if any), dates of
birth, etc.,

12 personal privacy 16 personal

MCL 15.243(1)(a) [unwarranted
invasion of an individual's privacy].
Home
addresses, personal cell numbers,
social

privacy 35 personal privacy 36

personal privacy 37 personal privacy

39 personal privacy

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birth, etc.,

of an individual's privacy]. Home
addresses, personal cell numbers,
social

MCL 15.243(1)(a) [unwarranted
invasion of an individual's privacy].
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invasion of an individual's privacy].
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social

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birth, etc.,

MCL 15.243(1)(a) [unwarranted
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addresses, personal cell numbers,
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MCL 15.243(1)(a) [unwarranted
invasion of an individual's privacy].
Home
addresses, personal cell numbers,
social

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birth, etc.,

MCL 15.243(1)(a) [unwarranted
invasion of an individual's privacy].
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addresses, personal cell numbers,
social

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MCL 15.243(1)(a) [unwarranted
invasion of an individual's privacy].
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invasion of an individual's privacy]. 1
Home security numbers (if any), dates of
addresses, personal cell numbers, birth, etc.,
social

Redaction Log

Redaction Reasons by Exemption

Redaction Date: 7/16/2024 1:09:43 PM

Reason Description Pages (Count)

1(1)

5(1)

personal privacy

MCL 15.243(1)(a)

[unwarranted invasion of
an individual's privacy].

Home addresses,

personal cell numbers,

social security numbers

(if any), dates of birth,

etc.,

11(3) 12(2) 16(1) 35(4)

36(7) 37(1) 39(1)